

Going Green: We take it personally for Sustainability
Sustainability Report 2019



Orient Overseas (International) Limited

(Incorporated in Bermuda with members' limited liability)

Stock code: 0316.HK



Contents

02	Our Reporting Approach
03	Chairman's Message
05	Our Business
06	Approach to Sustainability
11	Stakeholder Engagement
15	Value Chain
20	Natural Capital
35	Human Capital
44	Intellectual Capital
51	Social and Relationship Capital
62	Sustainable Development Goals
64	Targets Review
65	Appendix I: Performance Data Summary
72	Appendix II: GRI Standards Content Index
75	Appendix III: HKEx ESG Reporting Guide Index

Contact Us

We value and appreciate your feedback. If you have any comments about our Sustainability Report, please send them by:

Post to: Orient Overseas (International) Limited
31st Floor, Harbour Centre
25 Harbour Road
Wan Chai, Hong Kong
Email to: ENVENQ@oocl.com
Telephone on: (852) 2833-3888

This report can be downloaded from our website at:
<http://www.ooilgroup.com/corporate/environmentalprotection>

This Sustainability Report has been translated into Chinese. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

此中文版可持續發展報告為英文版本譯本，如中、英文兩個版本有任何抵觸或不相符之處，應以英文版本為準。



1

Our Reporting Approach

This compilation is the **ninth** Sustainability Report by Orient Overseas (International) Limited (“OOIL”), which manifests our continual commitment to sustainability, transparency and accountability.

Scope of the report

This report covers the significant environmental, economic and social aspects of the business arising from the principal activities of OOIL and its subsidiaries (the “Group”) during the reporting period between 1st January 2019 to 31st December 2019. It also reports on the key sustainability strategies, objectives, management approaches and initiatives taken by the Group to improve our performance in sustainability, transparency, and accountability.

This year, our scope of reporting has been adjusted to prepare for the commencement of the Environmental, Social and Governance (ESG) Reporting Guide set out in Appendix 27 of Main Board Listing Rules on The Stock Exchange of Hong Kong Limited.

Reporting principles

This report is prepared based on the reporting principles of materiality, quantitative, consistency and balance.

This report would not have been possible without engaging our stakeholders. Throughout our sustainability journey, we have been constantly engaging with various stakeholders to collect important feedback on improving our sustainability performance and address their needs and expectations in this report. For more details, please refer to our Stakeholder Engagement section.

Group Companies



Date of Issue

April 2020

2

Chairman's Message



I am pleased to present the Orient Overseas (International) Limited ("OOIL") Sustainability Report 2019, which is the ninth publication of Sustainability Report of our Group. Over the years, the Group has been integrating the vision of sustainable development into our business development. We have formulated a number of sustainable development goals and strategies at the Group level, taking into account the impact on environment and society while expanding our business. As a responsible company, OOIL is committed to placing the interests of our stakeholders at the highest priority and achieving higher levels of operational excellence in the shipping industry. Through different stakeholder engagement processes, we take every effort to understand what issues are most important to our stakeholders and incorporate their views into our sustainable development strategies. The stakeholder engagement exercise provides us with a solid foundation for assessing, prioritising and managing the material Environmental, Social and Governance (ESG) issues, creating positive and long-term values for the Group and our stakeholders.

The environmental impacts created by the shipping industry are undeniable that the whole industry is responsible and must work together to mitigate the impacts. By embracing green operations and taking a proactive role in caring for the environment, the Group strives to address the impending issues which present critical environmental challenges, including climate change, air pollution, biodiversity and marine environment degradation, and excessive energy consumption. In recent years, people are aware of the climate-related issues. Different industries have been actively promoting carbon reduction initiatives to work together towards the commitment of the Paris Agreement. We also realised the potential business and financial impacts from climate-related issues. By conducting the climate scenario analysis, we can assess our strategic resilience under a range of climate scenarios and management response options, providing guidance for formulating suitable strategic response and strategy. On the other hand, the industry will be stepping into an important chapter in its history by ensuring all ocean-going vessels have to meet the International Maritime Organization's (IMO) new Sulphur cap regulation by 2020, approximately 85% of Sulphur emissions is expected to be reduced. To ensure our fleet's smooth transition to the new requirement, we had switched to Low Sulphur Fuel in the second half of 2019. Our forward-looking management approach not only contributes to the environment, but also brought us many awards and recognitions for our efforts in environmental protection, encouraging us to continue taking a responsible role in our environmental agenda. In 2019, we received the 2019 Lloyd's List Europe Awards - Excellence in Environmental Management, the Hong Kong Sustainability Award 2018/2019 - Hong Kong Sustainability Award and Special Recognition for Outstanding Sustainability Initiative: Environmental Dimension, the Singapore Environmental Achievement Award (Regional), as well as the Seatrade Maritime

Awards Asia - Green Shipping Award. These recognitions reflected our years of cumulative efforts in building an outstanding sustainability profile in the industry.

The Group attaches great importance to the health and safety of our employees, we are committed to ensuring their health and safety in both onshore and offshore business activities. We adopt different measures to eliminate potential health and safety hazards in our workplace. As such, we have implemented the Safety, Security and Environment (SSE) Policy to promote the culture of safety, underpinning our commitment to ensure our operations and the working environment are safe. OOIL not only strictly abides by relevant laws and regulations, we are also committed to applying industry best practices and supporting different initiatives. At the same time, we establish and maintain the relevant targets and indicators to achieve a “zero accident” working environment.

We are vigilant in our security aspect. We make every effort to ensure our people, ships, cargo, equipment and data are not threatened by any security issues. Meanwhile, we strictly abide by various security regulations to meet the highest security standards. Strict security measures have been established at the Group level, which allow us to take all feasible precautions to combat acts that endanger maritime or freight security, providing our customers and employees with the highest level of security. In addition, the Group is also aware of the importance of information technology security. Therefore, we take advantage of our outstanding information security management to strengthen the information system and enhance employees' awareness to ensure the data security of company and customers.

“People, People, People” is the core value of the Group, we regard our employees as the most important asset. Therefore, we deeply understand the importance of caring our employees. We strictly adhere to the ethical rules and principles in our business, and ensure our people are treated with dignity and respect. The Group is an equal opportunity employer with a clearly defined policy covering areas such as treating all employees with fairness, promoting the corporate culture of encouraging open and frank communication throughout the organisation, investing in its employees and caring for their hopes and aspirations through people-development programmes and education, as well as recognising their efforts and achievements. We hope to cultivate our employees and grow together with them.

“Community Responsibility” is another core value of the Group. We believe that a responsible company should shoulder the responsibility of giving back to the society. We are convinced that our community contributes greatly to the success of the Group. In this regard, the Group constantly gives back to and invests in the community, so as to contribute back to our stakeholders. In addition to our contribution to environmental protection, we also work closely with non-governmental organisations to give back to the community in other three distinct areas, namely Education of Youth, Community in-Need, and Promotion of Arts and Culture, to create value to the community where we operate our business.

Sustainable development is one of the most important issues in this century. To effectively manage the risks and opportunities, the Group adopted the United Nations Sustainable Development Goals (UNSDGs) to reaffirm our commitment to sustainable development, reflecting our efforts in building a sound sustainability profile in the industry. We believed that integrating sustainable development principles into the corporate governance framework is the most effective way to promote sustainability. To maintain the highest level of business standards and achieve long-term goals, the Risk Committee oversees the key ESG issues, positioning sustainable development, targets, strategies and policies. We also take the initiative to participate in different activities to enhance communication between industries, which allow us to keep up with the latest developments and best practices on sustainability issues.

Thanks to the support and understanding of our employees and other stakeholders, we achieved prominent results in sustainability in recent years. Looking ahead, we will continue to strengthen our sustainability management approach to ensure the sustainable growth of the Group's business while eliminating the risks brought by business operations. Moving forward, we will fulfill our corporate social responsibility and work closely with our business partners and stakeholders to embrace the long-term sustainable development in the industry.

Captain Xu Lirong

Chairman

April 2020

3

Our Business

Headquartered in Hong Kong, China, Orient Overseas (International) Limited ("OOIL"), a company with US\$6.9 billion in total revenues, has principal business activities in container transport and logistics services. OOIL is listed on The Stock Exchange of Hong Kong and has more than 410 offices in over 85 countries/regions.

Segment Information

The principal activities of the Group are container transport and logistics. Container transport and logistics include global containerised shipping services in major trade lanes, covering Trans-Pacific, Australasia, Trans-Atlantic, Asia-Europe, Intra-Europe and Intra-Asia, Latin America, Mediterranean-West Africa, Asia-Africa Trades, and integrated services over the management and control of effective storage and flow of goods.

Business Description

Liner Services

OOCL is one of the world's largest integrated international container transportation and logistics companies. As one of the most recognised global brands, OOCL provides customers with fully-integrated logistics and containerised transportation services, with a network that encompasses Asia, Europe, the Americas, Africa and Australasia.

OOCL is well respected in the industry with a reputation for providing customer focused solutions, an excellence-through-quality approach and continual innovation. OOCL is one of the leading international carriers, providing a full range of logistics and transportation services. It is also an industry leader in the use of information technology and e-commerce to manage the entire cargo process.

Logistics Services

As a world-class provider of innovative logistics and supply-chain services and solutions, OOCL Logistics has an extensive network of more than 140 offices in over 40 countries/regions. Providing advanced customer-specific solutions through our value-creating services and IT technology in supply-chain management, our dedicated and experienced professionals focus on serving customers with global sourcing and supply-chain-management needs, creating value through innovative end-to-end international logistics programs. We are also a leader in providing sophisticated transportation, warehousing and distribution services in the mainland China, offering professional and efficient 3PL and 4PL solutions. As a global company based in Asia, OOCL Logistics is exceptionally positioned to serve both international and domestic customers in the world's fastest-growing markets.

Our Philosophy

At its core, any activity in the Group is guided by our Mission Statement and Core Values.

Mission Statement

To be the best and most innovative international container transport and logistics service provider; providing a Vital Link to world trade and creating value for our customers, employees, shareholders and partners.

Core Values

OOCL has four core values that are central to everything the Company does. The core values are:

- People, People, People
- Customer Focus
- Excellence Through Quality
- Community Responsibility



4

Approach to Sustainability

As a responsible corporate citizen, the Group is committed to incorporating sustainability into our business operations. We have been proactively developing and managing our environmental, social and governance profile through building trust with our stakeholders. With the formulation of our Sustainability Strategy, various sustainable development goals and objectives have been established in tackling global environmental and social challenges that we are facing today. Looking ahead, we will continue exploring new sustainable development opportunities to create long-term value for our stakeholders.

Corporate Governance

The OOIL Group believes that the success of our Company is built on the commitment to a high level of ethical and professional Code of Conduct. Our customers judge our Company not only by the quality of the products and services we provide, but also by the professional conduct and business ethics of our employees.

The Group is committed to honesty, integrity and fairness in everything it does, and expects all employees to know and adhere to the standards.

Governance Framework

OOIL is committed to conducting its business in accordance to high ethical standards and the Company considers that effective corporate governance is an important part to corporate success and the enhancement of shareholder value.

The Company has adopted its own corporate governance code (the “CG Code”), which in addition to applying the principles as set out in the Corporate Governance Code and Corporate Governance Report (the “SEHK Code”) contained in Appendix 14 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”), also incorporates and conforms to local and international best practices. The CG Code sets out the corporate governance principles applied by the Company and its subsidiaries (the “Group”) and is constantly reviewed to ensure transparency, accountability and independence.

The Board currently comprises of four Executive Directors, five Non-Executive Directors and five Independent Non-Executive Directors. More information can be found in our 2019 Annual Report, under the Corporate Governance Report section.

The OOCL Executive Committee (EXECO) comprises members of the top management team and is led by the Chief Executive Officer. The EXECO sets the corporate agenda and establishes strategic directions of Environmental, Social and Governance (ESG) initiatives from a macro perspective by evaluating and addressing any associated risks and opportunities that would help improve or raise the company’s overall performance.

At OOCL, the formation of our Safety, Security and Environment Protection (SSE) working group, with a clear terms of reference and authority as entrusted by our management team, reflects our strong commitment to Environmental, Social and Governance (ESG) and Corporate Social Responsibility (CSR).

The organisation is structured with a Corporate SSE Steering Committee at the corporate level and a Regional SSE Committee for each region. The Corporate SSE Steering Committee’s role is to set direction and policies for safety, security and environmental protection and ensure the proper execution of related corporate directives and policies in all corporate departments and regions. Respective Corporate Functional heads of the committees will work out the directions and policies for review and endorsement by the Corporate SSE Steering Committee in order to ensure compliance of the concerned functional areas in each corporate region.

The Steering Committee is chaired by a Global Safety, Security and Environmental Protection Officer (GSSEO), who takes a proactive role in overseeing and supporting all relevant ESG legal and regulatory requirements, including climate change, and health & safety. The GSSEO would advise the Corporate Steering and Regional Committees of the latest regulatory, market and competitive developments and coordinate SSE policies and implementation efforts with the relevant Corporate Functional Departments and Regions. The GSSEO would also report to the Steering Committee members on key issues and latest SSE developments in the Group.

Risk Management Framework

OOIL has set up and integrated risk management procedures as a precautionary approach to identify, evaluate and manage significant risks, including climate-related and ESG-related risks, that may have an impact on the business of the Group. On behalf of the Board, the Risk Committee sets the direction for multi-disciplinary risk management. These specific risks are owned, identified, proceeded and assessed by the company-wide functional units. The precautionary and mitigating responses proposed by functional units are checked, measured and monitored by the Risk Management Department.

Key risks identified are reviewed regularly by the Group's management. The effectiveness of the risk management system is assessed by the Internal Audit Department. The Board conducts a review on the effectiveness and adequacy of the risk management and internal control systems by reviewing the work performed by the Risk Committee and Audit Committee on an annual basis.

Operational Risk Assessment

The purpose of the Operational Risk Management guidance is to align with the EXECO directive to implement an Operational Risk Management process and report operational risks. By integrating Operational Risk Management into our daily business activities, we can prevent and minimise harm to people, loss to business and damage to environment that may arise from our operations.

Operational Risk Management shall be implemented company-wide and reports back to EXECO on a quarterly basis through the SSE Committee. All corporate functional departments and regions are to be accountable for identifying, assessing, controlling, reviewing and reporting operational risk areas that fall under their respective functional and regional scope. While an accident summary is one source where risks can be identified, this directive encourages a fresh look at our operations to identify new risks while managing existing ones.

Our Policies

We believe that our strategies and approaches to sustainable development drive a long-term value creation for our business and stakeholders. Our core value on Community Responsibility is underpinned by our Corporate Safety, Security and Environment (SSE) Policy and supported by our Sustainable Procurement Policy. These policies are primarily focused on addressing the risks and opportunities in our business and incorporate the economic, environmental and social approaches to sustainability into our decision-making process.

Corporate Safety, Security and Environment (SSE) Policy

OOCL goes the extra mile to make safety and security a top priority in our business operations, onshore and at sea, including people, cargo, ships and facilities. We maintain the highest safety and security standards and recognise that businesses must take responsibility for their industry's effects on the environment so OOCL proactively demonstrates our concern for the environment at every level of our organisation.

OOCL is committed to:

- Apply industry best practices, and go above and beyond compliance with relevant rules and regulations on Safety^[1], Security^[2] and Environment^[3]
- Establish and improve safety, security and environment objectives and targets
- Proactively promote an Onboard Safety Culture and engage in the highest levels of training
- Participate fully in the prevention and suppression of security threats against supply chain operations under our control and carry out risk assessment on a continuous basis
- Use resources^[4] efficiently and apply innovative voluntary measures to minimise the impacts on the environment and natural resources
- Regularly communicate our SSE Policy to all staff and business partners throughout the supply chain
- Continually re-assess and upgrade our SSE commitments
- Serve our stakeholders by assessing their needs and providing information
- Take every precaution to avoid any health & safety risks in business activities and services to employees, business partners and communities
- Identify, evaluate and mitigate climate-related issues and risks in our business operations

OOCL evaluates opportunities for working with responsible business partners to achieve our sustainable procurement objectives at every level of the supply chain. We also strive to ensure that our commercial relationships are formed with partners that share our values on safety, security and environmental care and sustainable business practices.

[1] "Safety" includes but is not limited to the providing of a safe working environment to protect employees from occupational hazards.

[2] "Security" includes but is not limited to the preventive measures to ensure security onshore and onboard, as well as cyber security.

[3] "Environment" includes but is not limited to air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous waste, and biodiversity issues.

[4] "Resources" includes but are not limited to energy, water and other raw materials.

Safety, Quality and Environment Management System

OOCL was the first container shipping line in the world to have achieved the Safety, Quality and Environmental (SQE) Management System certification in 2002 which consolidates the International Safety Management (ISM) Code, ISO 9001 and ISO 14001 requirements.

Guidelines for Safety, Security & Environmental Care (SSE) Incident Reporting

Incidents may occur in our business operations that threaten life, cargo and property. Through SSE Incident Reporting, we can capture incident trends and lessons learnt so we can prevent the same from happening in other regions and in the future.

All incidents related to safety, security and/or environment should be reported according to escalation matrix in our Corporate Emergency Response Plan (CERP). Types of reportable incidents include:

- Fatalities
- Staff work injuries (incurring lost workday(s))
- Truck / feeder / rail / land facility accidents with injuries
- Fire accidents causing serious property damage
- Security threats and breaches
- Environmental pollution / contamination to water and to land
- Cargo / container accidents which cause or threaten to cause injuries, security breaches, pollution and serious property damage

Inspection Policy on Dangerous Goods (DG) Containers

To increase the safety of our employees, customers' cargo and properties on shore and at sea when carrying DG containers, the SSE Steering Committee has decided to apply a random inspection policy on DG containers. The inspection programme will raise awareness of cargo safety amongst shippers, contribute to safer cargo transport and reduce risk and costs arising from DG incidents.

Shipboard Safety, Quality and Environmental (SQE) Monitoring and Reporting

According to our certified Safety, Quality and Environmental Management System (SQE) (equivalent to OHSAS 18001, ISO 9001 and ISO 14001), it is required all of our vessel to implement and maintain the Shipboard Safety, Quality and Environmental Monitoring and Reporting. Our SQE Coordinator is responsible for monitoring of vessel safety and environment protection. Upon receipt of all Master's Reviews from vessels the SQE Coordinator shall carry out a study of the Reviews. The SQE Coordinator also has to instigate necessarily follow up action and report such action and recommendations to the Fleet Management Department in headquarters.

OOCL's Sanctions Compliance Policy

Sanctions are national and international rules and regulations which regulate or prohibit activities with or in certain countries, with certain persons or entities and in respect of certain goods and services. The international nature of OOCL's activities means that its activities will be affected by such sanction and it is very important that all employees of OOCL understand fully the need to comply with such rules and regulations on sanctions.

To reinforce the OOCL Group commitment to sanction compliance, the Board of Directors of OOCL have endorsed the Sanctions Compliance Policy which sets out the Policy and procedures put in place to ensure that all employees of OOCL are and remain committed to ensuring compliance with it.

Whistle-Blowing Framework

Under the Group's whistle-blowing policy, employees may report any concern regarding accounting, internal accounting controls and auditing matters to the Audit Committee without fear of dismissal or retaliation. This framework helps ensure that the Group complies with all the applicable laws and regulations, accounting standards, accounting controls and audit practices. The Audit Committee will review each complaint and decide on how the investigation should be conducted. In year 2019, the Audit Committee received no complaint from employees.

Anti-Corruption

In the interest of adhering to the highest ethical standards, the Group has a formulated Code of Conduct which serves as a guideline to ensure compliance with all local, national and international legal standards and to preclude offences under local, national and international laws, any breaches of confidentiality, non-disclosure requirements or intellectual property rights and any conflicts of interest, acts of bribery, corruption or political contribution and any other areas of deemed misconduct.

Our Management takes oversight and implementation of our policies against bribery and corruption very seriously. The Group's Code of Conduct has a chapter on "Bribery and Corruption" which provides a clear and comprehensive guidance on how to conduct business in an ethical, fair and legal manner. The Company will regard any violation of this policy as a serious matter and it is likely to result in disciplinary action, including employment termination, that is consistent with relevant and applicable laws. Regional and function-specific training on anti-corruption and anti-bribery policies are offered to our employees.

In addition, comprehensive procedures are in place to address, identify, manage and control risks that may contain elements of corruption and bribery, with an impact on the business of the Group. The Group's "Whistle Blower Policy", established in 2006, is one of our formalised procedures through which employees can anonymously file reports or register concerns and help govern the reporting and thorough investigation of allegations of suspected improper activities.

We conduct a mandatory vendor assessment for all new intermediaries including vendors, suppliers, agents, and contractors to confirm their compliance to our Code of Conduct. This assessment serves as a channel to communicate with our intermediaries regarding our company policy. It allows us to take immediate actions if any corruption and bribery risks are identified.

OOCL is a member of the Maritime Anti-Corruption Network (MACN), working together to eliminate all forms of maritime corruption and foster fair trade practices. Following the MACN Anti-Corruption Principles, we avoid all kinds of

bribe, facilitation payment, and corruption by adopting shared methodologies, framework, risk assessment tools, training, and campaign, helping our employees and third parties to strengthen the anti-corruption approach. Not only do we work with MACN, our Company also engage with different industry members, local governments and civil society to reinforce and promote the culture of integrity through collective action.

Our current approach is considered to be effective and sufficient. We have not received any reported cases of corruption within the Group and we ensure that all our practices are in full compliance with relevant laws and regulations. Although our industry is less vulnerable to corruption, we continue monitoring and reviewing our policies and practices to maintain "zero corruption". We would also evaluate whether it is necessary to launch comprehensive anti-corruption risk assessments for our existing and new global offices, business partners, vendors, suppliers and agencies.

Launch of Anti-bribery & Anti-corruption Training

Anti-bribery and anti-corruption are important parts of corporate compliance and responsibilities. As a responsible corporate citizen, OOIL Group is committed to upholding the anti-corruption practices of the Group and its subsidiaries, as well as fulfilling HKEX's new requirements in ESG reporting. In meeting the requirements, the Group launched a mandatory anti-bribery and anti-corruption training for our directors and staff covering key areas such as bribery laws and regulations, dealing with public officials and facilitation payment.

Extortion, Fraud, Money Laundering & Other Related Crimes

The guidepolicy of Code of Conduct requires all employees to comply with any laws, rules and regulations that are aimed at preventing, detecting and remedying economic crime and, in particular, fraud, extortion, money laundering and other related crimes. Employees must not engage criminal activities nor choose to ignore them. We ensure that all our business practices and operations are in full compliance with relevant laws and regulations and during the reporting year, no such crimes have been discovered.

Sustainability Strategy

As we continue to build on our efforts and accomplishments on environmental management the development of this Sustainability Report highlights our desire to move towards a more integrated approach to sustainable development. Developing our Sustainability Strategy has been an important step to further integrate sustainability considerations into our business decision-making process.

This Strategy is driven by our corporate philosophy and we feel that there is a need to further enhance our initiatives and bring our approaches to environmental management, economic development and social responsibility together into a more coherent structure, under the umbrella of sustainable development.

In the process of defining what sustainability means to the Company, it significantly helped steer how we set our plans and goals for the future. The result is the formulation of some key sustainable development priorities to initiate while setting targets and plans for each department in the Company to embrace and execute. Going forward, the development of our Strategy will continue to be refined according to the views of our stakeholders and objectives of the Company.



5

Stakeholder Engagement

We place a high priority on stakeholder engagement and recognise that it is fundamental to understanding the impact our business has on the communities in which we operate as well as the potential issues that may affect us. So reaching out to our stakeholders is imperative to achieving our business and sustainability objectives and we take every effort to gather their concerns and incorporate their views in our sustainable development strategies. The stakeholder engagement exercise provides us a strong foundation to develop various management approaches on our material issues. We aim to deliver our commitment on the key objectives to address the relevant Sustainable Development Goal:

17 PARTNERSHIPS
FOR THE GOALS



Strengthen the means of implementation and revitalize the global partnership for sustainable development

As such, we will continue to strengthen our collaboration with various stakeholders and industry organisations.

In Progress

Our Stakeholder Engagement Pathway

To achieve long term success and sustainability, we are committed to building and maintaining lasting relationships with our key stakeholders. Listening and working closely with our stakeholders are imperative measures to ensuring the effectiveness and accuracy of our Sustainability Strategy. We establish strong communication channels to engage with as wide a variety of stakeholders as possible in order to gather their feedback towards our materiality assessment.

We identified and engaged more than 7,200 stakeholders from 10 key groups through various channels. Our key stakeholder groups include: academic institutions, business partners, customers, employees, local communities, non-governmental organisations, professional & industry bodies, regulators & authorities, shareholders & investors, and suppliers & vendors. Once we have their feedback, we identify and prioritise their concerns so that we can handle and report on them accordingly.

In addition to these communication channels, our stakeholders were also invited to participate in an online survey which required them to rank the significance of various sustainability topics related to our business. Our approach clearly demonstrates our efforts in engaging stakeholders through different channels and shows the level of commitment we have to the communities to ensure that their concerns are properly accounted for.

The figure below summarises our selected key stakeholder groups, their priorities and engagement channels.



Materiality Assessment

The process of stakeholder engagement is central to materiality assessment and serves as a channel for us to engage with our stakeholders. It allows us to form a holistic view on the issues that our stakeholders are concerned about. From our stakeholder engagement exercise, 30 material issues were identified by different stakeholders and were categorised into environmental, social, governance, as well as Information Technology & security aspects. We mapped the results based on the two dimensions of “significance to business” and “importance to stakeholders”, and presented it in the materiality matrix.

Identifying the material issues is certainly an important step in our sustainability journey. To show our commitment to incorporating our stakeholders’ views in our sustainable development strategies, we defined the associated boundary and impact of the material issues by referencing to the GRI standards as well as in alignment to our management approach to them in this report.

The benefits of stakeholder engagement and materiality assessment on an ongoing basis are tremendous for our business. It helps us identify the key issues that we should address and prioritise towards the shaping of our corporate sustainable development strategies. Over the years, we engaged with a wide spectrum of stakeholders through a variety of effective pathways and successful communication channels to respond and tackle various ESG related issues. We will continue to reinforce our stakeholder engagement process and communications with different stakeholders regarding our sustainable development initiatives in order to better understand their views and meet their expectations.

Responding to Key Stakeholders’ Concerns

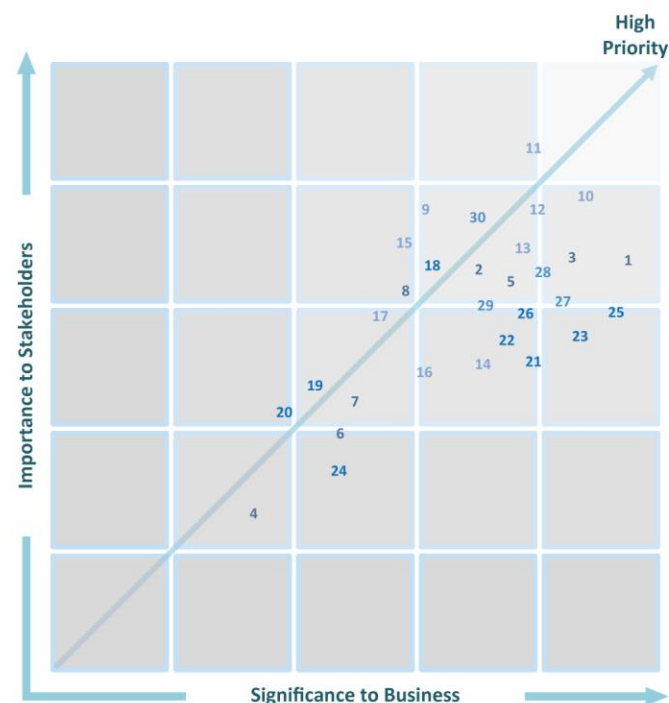
- Identifying and evaluating climate-related issues and risks in our business operations to set out the possible strategic actions
- Participating in the Voluntary Speed Reduction Program to significantly reduce carbon dioxide emissions
- Supporting the academic community in oceanographic research
- Collaborating with industry bodies and environment-focused organisations on responsible business practices
- Sharing of our carbon footprint and greenhouse gas (GHG)[#] emissions data in a credible and transparent manner
- Offering the OOCL Carbon Calculator for customers to estimate the carbon footprint in their supply chains
- Adopting high energy efficient vessels, equipment and machineries
- Monitoring of responsible sourcing practices from our vendors and suppliers
- Enhancing environmental performance indicators for all global business units
- Studying feasible initiatives and technologies in our operations to address climate change
- Working with the environmental-focus organisations to improve the emission calculation methodologies
- Employing the external checker to verify the major sustainability data disclosure
- Informing our customers to be aware of GHG Scope 3 emissions from their upstream activities
- Enhancing corporate Environmental, Social and Governance reporting framework and its disclosure
- Supporting industry best practices to curb the trade of endangered and protected marine species
- Supporting observatory and meteorological organisations engaged in marine climatology and climate change studies

[#] The emissions of six main greenhouse gases (GHG) are addressed by the United Nations Framework Convention on Climate Change (UNFCCC), namely carbon dioxide (CO₂); methane (CH₄); nitrous oxide (N₂O); hydrofluorocarbons (HFCs); perfluorocarbons (PFCs); and sulphur hexafluoride (SF₆); also include a seventh greenhouse gas - nitrogen trifluoride (NF₃) from the GHG Protocol Corporate Standard.

Material Topics and Associated Boundary and Impact

	Material Topics	Boundary and Impact		GRI Standards	Page Number
		Internal	External		
1	Compliance	○	○	GRI 307, GRI 419	17
2	Anti-competitive behaviour	○	○	GRI 206	16
3	Prevention of bribery & corruption	○	○	GRI 205	8, 9
5	Sustainable procurement	○	○	GRI 204	16
8	Grievance handling	○	○	GRI 103	42
9	Biodiversity and conservation	○	○	GRI 304	23-24
10	Energy	○	○	GRI 302	20, 23-26
11	Climate change mitigation & adaption	○	○	-	20-23, 25
12	Emissions	○	○	GRI 305	20-23
13	Resources & materials	○	○	GRI 301	24
14	Wastewater	○	○	GRI 303	23, 66, 71
15	Marine plastic	○	○	GRI 301	24
16	Waste management	○	○	GRI 306	23-24
17	Collaboration & engagement	○	○	-	34
18	Community investment	○	○	GRI 413	51
21	Employee development & succession	○	×	GRI 404	35-37
22	Work life balance	○	×	-	39
23	Diversity & equal opportunities	○	×	GRI 405	43
25	Health & safety	○	○	GRI 403	38
26	Emergency response	○	○	-	38
27	IT Innovation	○	○	-	44-50
28	Maritime security & piracy	○	○	GRI 410	18-19
29	Cyber security	○	○	GRI 410	49-50
30	Customer privacy	○	○	GRI 418	50

Materiality Matrix



Governance Issues		Environmental Issues	
Social Issues		IT & Security Issues	
Other Considered Topics			Page Number
4	Political contribution	9, 17, 43	
6	Contraband management and anti-smuggling of sea cargo	18-19	
7	Data transparency	26, 31, 45-46	
19	Human & labour rights	42	
20	Child labour & forced labour	17, 42	
24	Freedom of association & collective bargaining	17, 42	

Key Issues from Operations

Engaging with a diverse group of stakeholders over the years has helped us identify the social and environmental impact that are relevant to our business. The diagram illustrates the various sustainability issues from different operational components in our business.

Environmental Issue

The most significant impact from our operations is in the consumption of non-renewable fossil fuels that generate air pollutant and greenhouse gas emissions. Efforts to restrain the impact on air quality and climate change have been focused on improving our vessels and facilities. Handling of dangerous goods is also another major environmental concern. The environmental impact from our on-shore activities are derived from emissions produced by our trucking and machinery operations, consumption of large volume of water, and hazardous chemicals from our maintenance works.

The Business

As a leading integrated international transportation and logistics company, our business strategy incorporates concerns from our customers, employees and suppliers. Our business success is dependent on our commitment and response to address the concerns and interests of key stakeholders.

Safety, Security and Health

Safety, security and health issues have always been of paramount importance and a first priority at our Company. We link our approach to quality and contingency planning. We employ a number of guidelines, procedures and precautionary measures to focus on safe operations both on shore and at sea, preventing any possible threats to security that are associated with transport operations.

The Community

We contribute extensively to the development of communities around the world. We help develop and maintain a sense of communal identity through various activities such as partnering with a variety of charities and Non-Governmental Organisations (NGOs) around the world, sponsoring academic projects, and supporting employee volunteering initiatives.



Key Issues	Vessels	Warehouses	Offices	Truckings
Air quality	○	×	×	○
Carbon emissions	○	×	×	○
Carbon footprint	○	○	○	○
Energy use	○	○	○	○
Energy efficiency	○	○	○	○
Hazardous waste	○	○	×	×
Marine biodiversity	○	×	×	×
Noise impact	○	×	×	○
Waste	○	○	○	×
Water consumption	○	○	○	×
Dangerous goods	○	○	×	○
Health and safety	○	○	○	○
Security	○	○	○	○
Customer issues	×	×	○	×
Human resources	○	○	○	○
Procurement	×	○	○	×
Regulatory compliance	○	○	○	○
Academic collaboration	×	×	○	×
Charity partnerships	×	×	○	×
Community investment	×	×	○	×
Research partnership	○	×	○	×

6

Value Chain

To achieve sustainable development and better manage the ESG risks throughout the whole value chain, we actively engage and closely collaborate with our business partners and customers. We also strive to maintain our operational agility and move quickly to adopt to any changes in the global supply chain, thereby enabling us to ensure customers are well-served with the best selection and most competitive suite of services.

Key Relationships with Customers and Suppliers

“Customer focus” is one of the core values of the Group. We believe in long-term, mutually beneficial relationships with our customers and strive to help create value for our customers through collaboration to enhance customer competitiveness. This is achieved by seeing things from the customer’s perspective, trying to understand their business and anticipate their requirements. All employees are trained to be proactive in meeting customers’ expectations and responding with a sense of urgency.

“We Take It Personally” is not just a slogan at OOCL, but also an attitude that all employees are encouraged to adopt in dealing with our customers. Each year we recognise hundreds of employees around the world for displaying initiative and going beyond the call of duty to meet our customers’ needs.

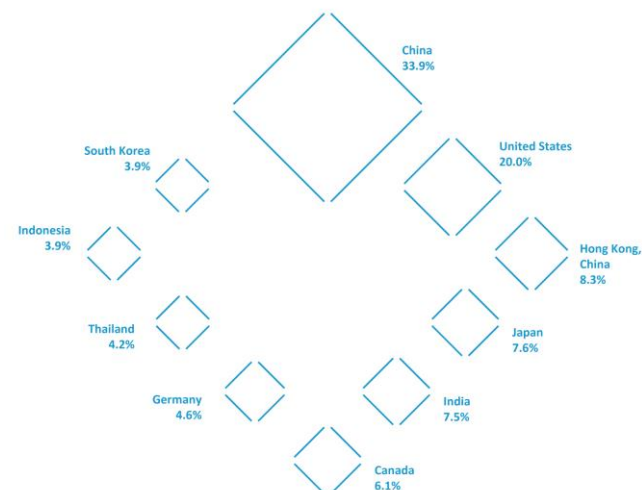
It is the Group’s policy to maintain a diversified customer base across all geographical regions and trade lanes. A Key Risk Indicator (KRI) of customer concentration was developed in the year 2017 and is included in the functional risk dashboard for the Group’s liner business which is being monitored on a quarterly basis. Different tolerance limits for the KRI are set for regions, trades and the organisation as a whole. As at the end of 2019, OOCL had approximately 27,200 active customers and the customer concentration was at an acceptable

level. In the Group’s relationship with suppliers, we put special emphasis on the supplier selection process in which both quantitative and qualitative factors are considered objectively, independently and openly, according to the Group’s highest ethical standards. Pricing is not the Group’s primary consideration; instead, the Group focuses its attention on the suppliers’ quality service, safety and ethical standards. “Excellence through quality” is another core value of the Group. While we endeavour to provide the best quality service to our customers by setting high standards for ourselves, we demand the same high standards from our suppliers. It is also the Group’s policy to maintain a diversified supplier base across all geographical regions.

In 2017, the Group developed supplier management KRIs to monitor supplier concentration in different regions and poor supplier service. Cases of supplier service failure were shared among employees to alert them to the importance of communicating our expectations to the suppliers and taking the right remedial mitigating actions. As at the end of 2019, OOCL had approximately 18,300 active suppliers and the supplier concentration was at an acceptable level.

Approximately 7.8% and 20.8% of the Group’s total expenditure on purchases of goods and services for the year are attributable to the largest supplier and five largest suppliers respectively.

Top 10 Countries/Regions with the Highest Number of Suppliers from the Group



Fair Competition

We support fair competition with the objective of ensuring prudent and just practices across our value chain, and we consistently strive to tackle anti-competitive behaviour. Competition law compliance is an integral part of business for all corporations operating in the global market place. Under the vigilance of our Competition Compliance Committee and the Competition Compliance Working Team, we have systematically and thoroughly implemented and enforced OOCL's Competition Compliance Policy to ensure that all our practices are in full compliance with competition laws.

OOCL has developed and implemented our competition compliance programme which includes the establishment of guidelines and mandatory training of employees to ensure our practices are in compliance with competition legislations.

Managing Our Vendor and Supplier

To achieve our sustainable procurement objectives at every level of the supply chain, an assessment of existing and new vendors, suppliers, agents, and contractors must be completed to confirm their compliance to our ESG standards through the OOCL Vendor ESG Assessment Platform. The assessment of vendors must be completed to confirm their compliance to our Code of Conduct, which covers the scope of Environment, Social, Health & Safety, Governance, and Information Security & Privacy. This assessment is designed to provide us with a better understanding of how our vendors manage these aspects and risks. In 2019, more than 65% of invited vendors and suppliers have participated in the ESG vendor assessment. Once compliance is confirmed we would monitor, review and work with our vendors, suppliers and business partners to ensure compliance levels are maintained. Customary performance and monitoring of the industry are implemented.

We also put emphasis on vendor and supplier diversity. We review the business nature of our potential vendors and suppliers in order to develop a more diverse portfolio and source from the most suitable and responsible parties. In exploring areas to promote environmentally friendly procurement when selecting vendors and suppliers, we have set up the Sustainable Procurement Policy to guide our colleagues in monitoring the procurement specifications and their deliveries.

Not only does our customers judge our Company by the quality of the products and services we provide, but also by our professional conduct. We believe that the success of our Company is built on the commitment and high level of ethical and professional standards of our employees. The objective of our Corporate Guidepolicy is to set the Code of Conduct that we expect from each employee in every location where we operate, regardless of the employee's position or level.

Customer Identity Verification

OOCL is committed to enhancing shipment security and customer relations. Our booking acceptance policy and the Customer Profile (CPF) verification guidelines are the foundation to providing a clear accountability of each functional unit in verifying the validity of each customer and its legal identity against sanction lists, including those under the United States (US) and European Union (EU). In addition, a procedure has been developed to oversee the status of the CPF records and to switch them into an inactive status when they are not being utilised within two years. In order to ensure the entire supply chain is well controlled and managed, we are continuously refining our policy and workflows.

Customers Feedback Handling

In line with our Customer Focus core value, we treasure all feedback from our customers. To facilitate the collection of customer feedback, we have added a "Customers Feedback" page on our corporate website at www.oocl.com.

The purpose of this process is to ensure feedback from customers will be handled in an organised and timely manner so that appropriate action can be taken to address their concerns. Feedback may generally fall into two main categories; namely appreciation and complaints. Complaints may be service-related or on our Code of Conduct. Proper records on handling customer feedback must be maintained to enable us to learn from experience. Customary complaints are received and dealt with. In 2019, we received in total 189 complaints in relation to our service and took the appropriate actions in a timely manner.

Sustainable Procurement Policy

We are dedicated to promoting sustainable and responsible practices and our Corporate Sustainable Procurement Policy has been implemented in every aspect of our business and at every stage of the supply chain to manage and assess environmental and social risks.

OOCL is committed to:

- Reducing harmful pollutants and emissions
- Promoting greater environmental sustainability at every stage in the supply chain by conserving resources
- Promoting awareness among our suppliers of our expectations with regard to Safety, Quality and Environmental Protection
- Promoting ethical sourcing practices
- Contributing back to our community

Our Code of Conduct (Summary)

OOCL is committed to honesty, integrity and fairness in its business conduct and organisation management. OOCL also maintains the highest standards of professional ethics and integrity in dealing with its customers, vendors and partners.

Highlights of OOCL's Code of Conduct:

1. Legal Compliance
 - Comply with all applicable laws and regulations in the countries in which the Company operates.
2. Prohibition of Bribery and Corruption
 - Do not accept or offer gifts of material value, entertainment, or other gratuities of worth from or to business partners, in exchange for business opportunities or any privilege that can raise doubts as to objectivity and fairness of business decisions. Such offers include, but not limited to, cash, gifts, business opportunities or contracts, travel, entertainment and other expenses. Anyone aware of or suspect a violation must report to the competent authorities in the Company.
3. Political Contribution
 - We do not make any offer, payment or gift of material value, or promise of such, directly or indirectly, to any government or public official, political party or its representatives, candidate for political or governmental office.
4. Managing Conflict of Interest
 - Staff must declare and report any conflict of interest, directly or indirectly, that may impact fair business dealings and objective decisions. Where such conflicts exist by circumstances, alternative arrangements must be made to ensure fairness and objectivity.
5. Adherence to high ethical standards by respecting rights and dignity of all persons with whom we deal. Specifically we respect the provisions of the UN Universal Declaration of Human Rights and the Conventions of the International Labour Organization in regard to:
 - Elimination of all forms of forced, compulsory and child labour
 - Freedom of employment & association
 - Respect for the individual and elimination of discrimination through embracement of diversity in workplace
 - Safe and healthy working conditions
 - Payment of living wages and regular employment entitlements
 - Non-excessive working hours
6. Assurance of non-disclosure of the Company's business, customers and financial information and no misappropriation of our tangible or intellectual property.
7. Commitment to OOCL's Safety, Security and Environment (SSE) Policy.

Dangerous Goods

Transportation

Due to its hazardous nature, Dangerous Goods (DG) shipments are regulated under stringent rules and regulation throughout the entire transportation process. Vessel owners, container liners, port authorities, international organisations, and other related entities in the supply chain, all set various requirements concerning safe transport of DG. Information and knowledge need to be shared and a large amount of documents and certificates need to be granted and delivered among different parties. All of these requirements lead to complex and demanding operations.

There is no integrated solution for DG transportation thus far, though a few carriers maintain their own in-house systems; developed individually and isolated from their competitors. Subsequently, it has long been agreed that the best way of improving safety at sea is by developing international regulations, as well as treaties adopted by the IMO.

Our Service

The major regions that we serve in the Americas, Europe, Middle East and Asia Pacific, all have specific handling procedures and approval process for DG applications. A shipper or customer's DG cargo will be checked for its content accuracy and any legal requirements concerning its transport will be taken into account. In addition, OOCL ensures the relevant stowage and segregation requirements of dangerous goods are met. This helps provide additional safety to the cargo, vessel, crew, cargo handlers and the overall environment. OOCL's DG teams are also available to discuss and provide advice to our customers on all issues relating to different international and domestic regulations.

DGSmart

OOCL's Dangerous Goods System has a functioning application for managing real transactions, known as "DGSmart", which covers all parties involved in the DG transportation process, including carriers, forwarders, manufacturers, port authorities, and DG / chemical experts. Each party provides certain information and performs functions that are shared, followed up, and cross-checked further down the processing chain. DGSmart also links all the process involved in the whole DG transportation; our technical standard for data processing is regarded as consummate.

Security

We are committed to maintaining our vigilance to prevent any potential threats to security. Security measures, plans and standards are all in place and audited at every level of our organisation. We take every precaution to provide the highest levels of security for our customers and employees.

In a world where cargo security are becoming more complex in the international trading community, OOCL is strongly committed to the security of our operations against possible compromise and to the maintenance of the highest level of compliance in security related areas.

Corporate Security Policy

As a responsible company, we have to ensure the safety and integrity of all our employees, ships, customers' cargo and our port facilities. We are committed to preventing cargo bookings, transportation and logistics service for commodity which are prohibited by law, concerning security, public health, environment and international obligations. In this regard, we are obliged to offer our utmost cooperation to the Authorities including the Governments of all States in their fight against any act that will impinge on maritime or cargo security. Such acts may include, but not limited to, the following:

- Terrorist attacking a port facility
- Hijacking of ship
- Bomb threat
- Piracy
- Sabotage
- Shipping of weapons or agents of mass destruction
- Drug smuggling
- Stowaway / human smuggling
- Tampering with documentation / container / cargo
- Cargo Pilferage

Security Code

From our offices to ports, warehouses, shore facilities and onboard our vessels, we work with the authorities to ensure that every measure is in place to maintain the highest commercial and operational security standards as possible at all times, while all employees are educated and regularly updated through security training.

International Ship and Port Facility Security Code

OOCL complies with the International Ship and Port Facility Security Code ("ISPS" Code) to ensure security threats are detected and assessed and preventive measures are in place on our vessels and at our port facilities. A designated officer on each ship and at each port facility reports to the Company Security Officer who oversees the security plans, drills and training. With this in place, all our vessels continue to have an exemplary record containing zero breaches of security and clean detention records.

Partners in Protection

Our Company has been certified as a "Partners in Protection" (PIP) carrier by the Canada Border Services Agency (CBSA) Partners in Protection. It is a voluntary programme established by the CBSA for companies which assist to enhance border security, combat organised crime and terrorism, detect and prevent contraband smuggling, and increase the awareness of issues to secure the flow of goods and travellers across the US-Canadian border.

Customs-Trade Partnership Against Terrorism

Our Corporate Security Policy and internal guidelines fully satisfy the US Customs-Trade Partnership Against Terrorism (C-TPAT) initiative. We regularly conduct internal security checks to identify, evaluate, and prevent any security threats. Our security profile has been validated by the US Customs and Border Protection Agency through on-site checks of our Group's offices and facilities including warehouses, depots and vessels.

Container Security Initiative

OOCL is also committed to other international initiatives, rules and regulations such as the Container Security Initiative (CSI) and 24-Hour Advance Manifest Rule. We also actively engage various governments and authorities worldwide in their efforts against any act that would impinge upon maritime or cargo security.

Authorised Economic Operator

Similar to the C-TPAT, the EU Authorised Economic Operator (AEO) is a voluntary-based public-private partnership where participants who fully meet AEO requirements, such as customs compliance, appropriate record-keeping, financial solvency and, where relevant, security and safety standards, will be offered an AEO certification. Since 2011, twelve of our EU-based branch offices have been AEO-certified.

OOCL Logistics AEO Certificate in China Renewed

OOCL Logistics (China) Limited's Authorized Economic Operator (AEO) Certificate was renewed in August 2019. The voluntary AEO programme is part of a series of EU initiatives aimed at improving the security of the international supply chain as well as facilitating trade for AEO certified traders. OOCL Logistics understands the importance of maintaining globally recognised international supply chain and trade security standards. We set up a special team in the Quality Management Department to offer advanced training for every department responsible for maintaining AEO standards in order to ensure all requirements were well understood. OOCL Logistics will continue to apply these high standards to the management of every customer's logistics and trade operations.

Piracy

To combat the increasing threat of maritime piracy, OOCL applies anti-piracy measures by adopting best practice guidelines and establishing close communication with staff onboard.

Piracy was common across the Middle East region and with occurrences in the southern end of the Red Sea, Gulf of Aden, Arabian Sea and down into the Indian Ocean, stretching from the Somali coastline all the way across to within close proximity of the Indian coast.

Anti-piracy Measures

OOCL follows anti-piracy measures before our vessels enter the High Risk Area (HRA). One of the key measures is to maintain a 24-hour, 360-degree counter-piracy visual and radar watch and to assign additional watch-keepers at the bridge and on the deck while transiting through the HRA to watch out for suspected pirate crafts.

OOCL has also adopted the Industry Best Management Practices to avoid, deter or delay pirate attacks. We cooperate with navy forces and relevant anti-piracy organisations to exchange information on safety and security measures, piracy policies and procedures. Close communication is also kept between the vessels and our Fleet Management Department office which has a 24-hour emergency hotline and is always on standby in case of any emergency.

7

Natural Capital

We recognise that businesses must take responsibility for their industry's effects on the environment. Our Company is dedicated to meeting the needs of the present without compromising those of the future. We encourage sustainable economic development through innovative environmental care measures and a solid management approach. We aim to deliver our commitment on the key objectives to address the relevant Sustainable Development Goals:

7 AFFORDABLE AND CLEAN ENERGY



Ensure access to affordable, reliable, sustainable and modern energy for all

Increase 300% of solar energy generation at our sites from the 2016 level by 2022.

In Progress Generated 288 MWh

13 CLIMATE ACTION



Take urgent action to combat climate change and its impacts

Reduce 30% of CO₂ emission from the 2010 level by 2020.

In Progress Reduced by 38.9%

Support the IMO 2050 target of 50% reduction in CO₂ emission.

In Progress

14 LIFE BELOW WATER



Conserve and sustainably use the oceans, seas and marine resources

Participate and initiate over 100 marine life protection and conservation causes, activities, and programmes by 2030, with every Region where OOCL has presence to have been involved in initiative related to Life below Water.

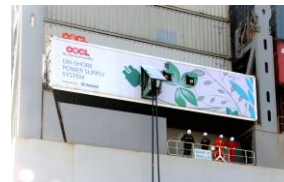
In Progress 58% Achieved

We are committed to comply with all environmental regulation and requirements related to our operations. We encourage and expect the highest discipline and professional conduct from our employees, crew and vendors to take responsibility for their actions and comply with their environmental obligations. During the reporting period, no non-compliances in relation to air and greenhouse gas emissions, discharges into and on land, and the generation of hazardous and non-hazardous wastes violations were found.

Managing Carbon Footprint and Harmful Emissions

We believe that by taking a proactive role in caring for the environment, we can help reduce the consumption of natural resources, minimise our discharges, wastes, greenhouse gas emissions, as well as other pollutants regulated under national laws and regulations, such as sulphur oxides (SO_x), nitrogen oxides (NO_x) and other particulate matters (PM), to make the world a better place to live for ourselves and future generations.

Greenhouse Gases (GHG) emissions are widely associated to its effect on global warming and climate change which are major challenges that affect everyone. Although climate change presents challenging obstacles, we also recognise and acknowledge that there are business opportunities for innovation. Over the years, we have made use of our knowledge and experience to create greener services to improve energy efficiency beyond our own operations. We have also developed short, medium, and long-term green strategies and sustainable development goals to smoothen our pathway in turning climate-related risks into business opportunities.



New Environmentally Friendly Technology Designs

We believe that clean technology will make an important contribution to environmental protection, such as reducing the level of greenhouse gas emissions. OOCL works hand-in-hand with shipyards and naval architects to implement new environmentally friendly technology designs on our vessels.

Cold Ironing (Alternative Maritime Power)

All of OOCL's new buildings currently under construction are installed with Alternative Maritime Power (AMP) Systems, also known as "Cold Ironing", which allows the vessel to use shore-supplied electricity instead of burning fuel when at berth.

According to the Port of Los Angeles, the use of AMP technology has demonstrated an average reduction of 95% in NO_x, SO_x, and PM emissions per vessel call and helped nearby communities improve air quality. In the first two years of their AMP programme, over 80 metric tons of pollutants were eliminated at the Port of Los Angeles.

Initiatives to Reduce Nitrogen Oxides

Since 2000, all our vessels have been installed with environmentally friendly NO_x-controlled propulsive engines while advanced slide fuel injection valves are also being adopted to help reduce NO_x emissions by 30%.

Using Low-sulphur Fuel

OOCL is fully compliant to the EU, North America and IMO mandated requirements of using 0.1% or lower sulphur content fuel in all SO_x Emission Control Areas (SECA). We are also compliant to the requirements of using 0.1% sulphur content fuel when our vessels are berthed at designated EU ports.

Also, we strictly comply with the Air Pollution Control (Ocean Going Vessels) (Fuel at Berth) Regulation is the first in Asia, mandating fuel switching at berth where vessels over 500 gross tonnage must switch to using 0.5% or lower sulphur fuel in the auxiliary engine(s), generator(s) and boiler(s) when berthing at the Hong Kong port.

It is also hoped that this regulation will pave the way for the establishment of an Emissions Control Area (ECA) in Asia, a more sustainable and long-term solution to effective and lasting air quality improvements in sync with international best practices as seen in Europe and North America.

OOCL vessels also ensure that the sulphur content of our fuel is well below the IMO prescribed standard of 3.5% when sailing in the high seas. In 2019, OOCL achieved an average sulphur content of 2.12%.

OOCL Fleet Moves Forward to Meet IMO 2020 Regulation

The industry is stepping into an important chapter in its history by ensuring all ocean-going vessels in our fleets are able to meet the International Maritime Organization's (IMO) new Sulphur cap regulation by January 2020. With this new Sulphur cap on marine fuel lowering from 3.5% to 0.5%, approximately 85% of Sulphur emissions is expected to be reduced but at a significant cost to the entire industry.

In preparation for this change, the industry has been grappling with the challenges associated to fleet adjustment options, including uncertainties in the availability and accessibility of the 0.5% Low Sulphur Fuel (LSF) in the market. As we explore our options and what would be best for our fleet to ensure compliance by the deadline, OOCL began our transition into the use of LSF for our entire fleet during the second half of 2019.

We believe that we are taking the right step towards a greener and more transparent direction forward in the industry as we all embrace the IMO 2020 Regulation together. As a responsible and committed member of the international community, OOCL continues to work closely with our customers and business partners to strive for further improvements in all aspects of our businesses for a greener future in the generations to come.

Investment on Climate Change and Environmental Protection

We see businesses that take a proactive role in encouraging and managing current and future economic, environmental and social development through innovation will prosper as leaders in a highly competitive and changing global business environment. Therefore, OOCL is very serious about sustainability investing.

Furthermore, we understand that businesses must take responsibility for their industry's effects on the environment. Our Company is thus dedicated to meeting the needs of the present without compromising those of the future. Despite a period of consistent deterioration in profitability for the industry, we continue focusing on green investment which includes fuel-efficient vessels, and eco-friendly machineries and equipment. By doing so, we believe this reinforces our commitment to customers that we offer them the best service quality with the least impact on our environment.

Climate Scenario Analysis

The Company respects the provision of the Paris Agreement with the aim to strengthen the global response to climate change threats by keeping the global temperature rise at well under 2 degrees Celsius by the end of this century.

As a matter of urgency, we recognise the need to putting progressive efforts to combating climate change and its impact. We fully support the initial climate change strategy adopted by the International Maritime Organization (IMO), which envisages for the first time a reduction in total Greenhouse Gas (GHG) emissions by at least 50 percent by 2050 compared to 2008. The vision confirms the commitment to reducing GHG emissions from international shipping which includes a specific reference to a pathway of CO₂ emissions reduction consistent with the Paris Agreement temperature goals. This shows that our industry is taking a proactive step in combating climate change.

To ensure our business planning is in line with IMO's initial climate change strategy, adopting a sectoral focus and forward-looking climate scenario analysis is a way to assess our strategic resilience under a range of climate scenarios and management response options. The "2 degree" scenario analysis allows us to identify various possible outcomes that are highly uncertain to our business and also helps us frame and assess the potential business and financial impacts from climate-related issues.

In our business operation, we have to consider both physical and transition risks under various environmental factors and policy priorities over time when we apply the "2 degree" scenario analysis so that we can better understand and formulate our direction forward. Physical risks relate to impacts attributed to climate change, for instance, how business operations and activities are affected by extreme weather, rising sea levels as well as flooding. Transition risks considers how the move towards the "2 degree" goal will impact our business from the related policy, technology, or market changes. Having a better understanding of both the transition and physical risks are essential when assessing climate-related impacts. They also allow us to account for the full range of climate change implications so as to formulate the possible strategic actions in managing these climate-related issues.

Green Passport and Life Cycle Assessment

The Inventory of Hazardous Materials (IHM) (also known as the Green Passport) is a crucial requirement of the Ship Recycling Convention. With an aim to aid safer and more environmentally sound recycling of ships, such inventory helps the recycling facilities formulate a safer and more environmentally sound plan for decommissioning the ship.

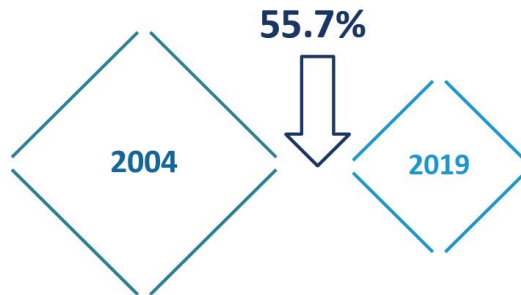
Most of our vessels do own the "Green Passport". This inventory identifies, locates and lists out all hazardous and potentially hazardous material onboard a vessel. An appointed Classification Society will issue "A Statement of Compliance" (SOC) once IHM has been reviewed and having this SOC means that shipowners are aware of the hazardous and potentially hazardous materials on board the vessel and will make efforts to reduce the amount of these materials throughout the vessel's lifespan. It is also very useful in managing the health risks posed to onboard crew as well as the unnecessary risks brought to the environment.

Obtaining Green Passport for our vessels demonstrates our responsibility in the ship recycling industry. For example, ships sold for scrapping may contain environmentally hazardous substances such as asbestos, heavy metals, hydrocarbons, ozone-depleting substances and others. As the IHM identifies all hazardous and potentially hazardous material onboard a vessel, it helps reduce the health, safety and environmental risks where the ships are being recycled.

In consideration of the environmental aspect of the vessel's life cycle being particularly important to our business, we realise the need to adopt a Life Cycle Assessment (LCA) in the strategic planning stage to help minimise the environmental impact when the vessels are being decommissioned. With the help of LCA, we can identify and evaluate the potential environmental risks associated with different input and output materials.

In addition to the adoption of clean technology in our operations, the best way to reduce emissions in the shipping industry is to save fuel and we have been focusing on our bunker saving programmes for many years to achieve our targets. By taking these initiatives, OOCL has cut carbon dioxide emissions by more than 55% since 2004. In addition to reducing our emissions, we are able to help our customers achieve a lower carbon footprint in their supply chains.

CO₂ Intensity from Vessel Operations



Container shipping is the most environmentally sound way to transport large volume of goods across the world. Most of the world's manufactured goods and products travel by container ship and, when this startling fact is considered, the relative impact upon the environment is low in comparison to other modes of transport.

For example, for every kilometre that a container ship carries a ton of cargo, it is far more energy efficient and emits much less in the way of harmful CO₂ emissions than any other type of freight transport, including airplane, truck and train. It is estimated that on average a container ship emits around 40 times less CO₂ than a large freight aircraft and over three times less than a heavy truck. Container shipping is also estimated to be two and a half times more energy efficient than rail and seven times more than road.

Weather-routing Systems for Safer and Shorter Routes

We invest in sophisticated weather routing systems to avoid bad weather and to take the shortest route possible to our destinations. If a vessel hits a storm or a typhoon, naturally it will be slowed down – perhaps from involuntary speed resistance from high winds, or voluntary slowdown to avoid damage to the vessel – and as a result the ship will tend to burn more fuel and be less efficient. With these systems, the Captain can avoid bad weather areas by planning the best routes possible.

Regular Hull Maintenance and Cleaning

Marine growths, such as barnacles, molluscs and algae, can weigh a ship down which in turn lead to more fuel consumption. We carry out regular maintenance on our ships to keep the hull completely clean and free of such growths.

Optimum Trim (balance of cargo) and Minimum Ballast

One way that we can burn less fuel is by maintaining the optimum trim and minimise the use of ballast. An optimum trim is the balance of cargo on board a vessel and if the load is too heavy at one end, the imbalance can result in more fuel being used to sail. Hence, we devise and implement sophisticated cargo loading plans to achieve the optimum trim.

Moreover, the minimal use of ballast water can also help achieve a lighter vessel load and better trim of ship draughts by good stowage, thereby burning less fuel.

Respect for Biodiversity and Marine Environment

We are committed to environmental measures that respect aquatic biodiversity.

Onboard Waste Management

At sea, we apply the onboard waste management system and deploy appropriate waste handling facilities to meet our reduction objective. Our vessels are equipped with incinerator, food dispenser and garbage compactor, which are in accordance with the MARPOL Convention requirements. At port, we dispose non-hazardous and general wastes to facilities that are authorised by the local authorities.

We continuously monitor and reduce the amount of sludge being generated by each vessel by using specialised equipment, such as homogenisers and oil purifiers, to minimise the development of sludge. We also take every effort to ensure hazardous wastes are handled accordingly and comply with local and international laws and regulations where they may apply. All hazardous wastes generated onboard are collected and treated by facilities that are authorised by the port authorities.

Using Non-Toxic Hull Paint

OOCL always uses environmentally friendly and non-toxic hull paint on our vessels to help protect marine life. All our ships have been painted with tributyltin free (TBT-free) paint that are also both tin and copper-free. OOCL is constantly striving to improve the marine environment by implementing a policy for all newbuildings to use silicone-based foul-release paint.

Marine Plastic Management

We are committed to comply with the existing and forthcoming regulatory framework on marine plastic management, and adopt best practices in preventing marine plastic leaking and entering the oceans through ship-based activities to minimise harmful effects on marine life, biodiversity, as well as human health.

Ballast Water Management Programme

All container ships discharge ballast water, which can contain organisms that are harmful to the environment. We have a policy of exchanging ballast water only in the open sea (200 nautical miles away from the nearest coastline) and aim to achieve zero ballast water exchange when berthed at the port.

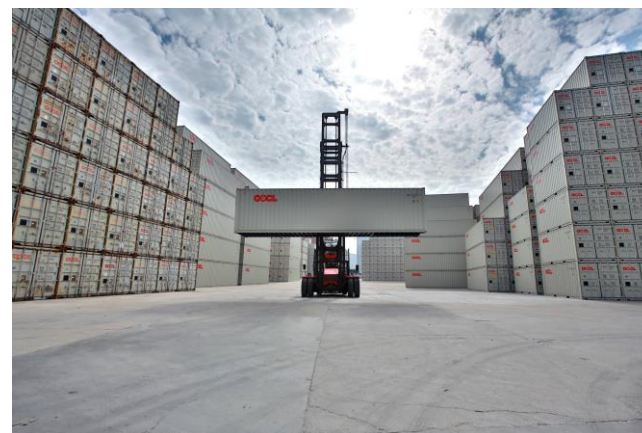
Ballast Water Treatment

In 2004, the IMO adopted the International Convention for the Control and Management of Ships' Ballast Water and Sediment (BWM Convention) to prevent and eliminate the risk in the introduction and dispersal of invasive species into habitats where they do not belong. In addition to the introduction of treatment standards over the coming years, the IMO convention specifies a set of criteria for the treatment process to make sure at least 99.9% of all living organisms carried in ballast water are killed or removed before being discharged.

To help lessen the harm to the marine environment, OOCL has been actively exploring different kinds of technologies to effectively treat ballast water that is in line with our environmental policy.

OOCL Containers

Today, OOCL only uses CFC-free refrigerants for all of our refrigerated (reefer) containers. OOCL's newest reefer containers have one of the lowest power consumption in the industry. All our containers have been applied with tin-free paint and we also introduced the use of eco-friendly bamboo floors instead of the traditional hardwood ones.



The Environment and Natural Resources

Our policy encourages us to help minimise potential impacts of operational activities on the environment and the natural resources through innovative environmental care measures. We are committed to environmental measures that respect aquatic biodiversity and natural environment. OOCL continually invests in environmentally friendly equipment such as ballast water treatment, and uses sustainable materials, such as non-toxic paint, bio-degradable stern tube oil and bamboo flooring, to help protect marine environment and forests. In addition, our Group proactively takes part in ecosystem restoration project such as tree planting and replanting of coral and mangrove.

Use of Resources

Our Group has set out policies to use resources efficiently, including energy, water and other raw materials. Our Group actively minimises the consumption of electricity, fuel and other raw materials in vessels, warehouses and offices. We continue focusing on green investment which includes fuel-efficient vessels, and eco-friendly machineries and equipment. Each regional office of our Group has their own local recycling initiatives. In order to meet onboard water efficiency objective, our vessels utilise onboard desalination plant to convert seawater into potable water so as to reduce fresh water consumption. By doing so, we believe this reinforces our commitment to customers that we offer them the best service quality with the least impact on our planet.

Group Offices

Our focus is to create and maintain a “paperless office” environment by eliminating the use of faxes and unnecessary paper documents. As a business which has traditionally relied on paper documentation with customers, such as bills of lading and invoices, we have successfully taken innovative measures to effectively reduce our paper consumption by 20% in the first year of implementation.

We have implemented a “reduce, reuse and recycle” campaign in all our offices around the world, encouraging employees to switch off computers after work, powering off copiers and lights after use, and to install energy-saving office equipment, such as energy-efficient lighting systems.

In exploring areas where we can reduce the use of natural resources, we adopt the mixed source Forestry Stewardship Council (FSC) certified paper for our publications, such as corporate calendars, corporate brochures and reports.

OOCL Adopts Extended Speed Reduction

Since 2005, OOCL adopted the voluntary speed reduction programme at the Port of Long Beach and the Port of Los Angeles to help reduce emissions when sailing into port. Initially, this programme encouraged vessels to reduce their speed within 20 nautical miles of the ports and subsequently the revised programme extended the radius to a 40 nautical miles zone. OOCL had adopted the 20 nautical miles zone since the introduction of the programme and has also committed to adopting the extended speed reduction zone. Reduced vessel speed results in less fuel being used and therefore less emissions, such as sulphur oxides and nitrogen oxides, diesel particles and greenhouse gases being released near the coastline. Furthermore, the extended voluntary speed reduction can also reduce the chance of ship strikes with whales, preventing the collisions between whales and vessels which might lead to injury or fatality.

Stop Shipping Shark, Whale, Dolphin, and Their Related Products

OOCL announced that bookings for whale, shark, dolphin, and their related products will not be accepted. This new policy shows our commitment and best practices in supporting the global effort to curb the trade in at-risk, endangered and protected marine species.

WWF-Hong Kong Conservation Talk on No Shark Fin Carriage

OOCL is one of the early few carriers committed to banning bookings for whale, shark, dolphin, and their related products. This policy shows our strong support in the global effort to curb the trade of at-risk, endangered and protected marine species. Moving forward, and in support of the United Nations Sustainable Development Goal 14: Life Below Water on ocean conservation, we will strive to participate in and initiate over 100 marine life protection and conservation courses, activities, and programmes by 2030.

We engaged the World Wildlife Fund (WWF) Hong Kong to talk about the importance of ocean biodiversity and the role of shipping companies in implementing the No Shark Fin Carriage Policy through a Lunch & Learn session with our head office and South China Region colleagues. The talk aimed to raise the environmental awareness of our colleagues and focus on the prevention of potential risks in our operations which is particularly useful when handling suspicious shipment orders.

OOCL Carbon Calculator

In 2010, OOCL launched the OOCL Carbon Calculator online and also on smartphone platforms. The calculator allows OOCL customers to measure the carbon dioxide emissions in their supply chains. It is one of the first emissions calculator of its kind to offer multiple shipment searches and full intermodal emissions data.

This calculator has demonstrated OOCL’s commitment to environmental care and our drive to help our customers understand and manage the carbon footprint in their end-to-end supply chains.

The scope of the calculator spans across vessel, truck, feeder, barge and rail with over 70,000 port pairs. It offers customers a user-friendly interface, allowing them to generate summarised reports according to their preferred specifications.

OOCL spearheaded this project in 2010, partnering with the Department of Logistics and Maritime Studies of the Hong Kong Polytechnic University that act as our third-party verifier. The Calculator has been checked and verified for its methodology, accuracy and carbon footprint calculations by The American Bureau of Shipping (ABS) Consulting.

OOCL Logistics Launched CO₂ Emissions Calculator

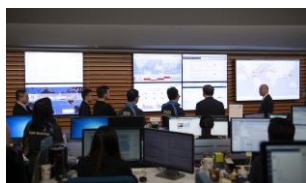
Over the years, carbon dioxide (CO₂) emissions from business activities have contributed to climate change which poses a serious threat to the global ecological environment. Such changes have in many ways impacted our health, society and global economies.

To demonstrate our commitment to environmental care, OOCL Logistics developed an online CO₂ Emissions Calculator to help our customers achieve the lowest possible carbon footprint in their end-to-end supply chain. OOCL Logistics continues to improve the transparency of carbon disclosure during transportation of shipment and help our customers better manage their emission reduction targets.

We have always placed great emphasis on environmental protection, and the launch of the CO₂ Emissions Calculator is just another step we are taking to ensure the sustainability of our business and our planet.

Going Green by Harnessing Solar Energy

A total of 814 solar panels were installed at our Levington office in the United Kingdom to leverage on green energy sources. By harnessing the power of the sun in a solar photovoltaic (PV) array, it can provide about 50% of the office's annual electricity consumption, thereby reducing approximately 123,000 kilograms of CO₂ emissions each year. The expected life of the solar array is around 40 years, which means this green initiative can continue contributing to OOCL's green credentials for many years to come.



Global Vessel Voyage Monitoring Centre (GVVMC)

To enhance fuel saving and improve fleet performance, OOCL and CargoSmart™ have been working closely together to utilise the AIS signals to monitor all OOCL vessels through CargoSmart's GVVMC (Global Vessel Voyage Monitoring Centre) that operates around the clock, 24-7, to track the movements of more than 17,000 vessels and the status of over 1,200 container ports and 1,800 container terminals.

The GVVMC monitors real-time vessel movements to identify exceptions earlier through state-of-the-art and innovative tools. The Centre would alert the users (i.e. container liners) if speed deviation, route deviation or any abnormal activities of a vessel during the voyage is found, allowing for a quicker response to address those issues. GVVMC also projects vessel Estimated Time of Arrival (ETA) based on big data analytics and machine learning by correlating sailing schedules, current locations, vessel sizes and historical route patterns. The implementation of the GVVMC was a big success in supporting marine operations to ensure that all container ships are in line with service loop standards and performance guidelines.

In order to increase the operational efficiency of marine operation, the Robo-advisor solution, which is a new CargoSmart's product for Liner's marine operation, leveraged GVVMC and AI to provide berth visibility and bunker optimisation to support users' decision making. The berth visibility of future ports improved the collaboration between marine operation, port agents and ship masters to maximise the bunker efficiency at sea and minimise the port waiting time. The bunker optimisation model allows user to better control the bunker consumption under different schedule recovery strategies. For example, the solution can propose optimised vessel speed at different port-pairs with specific number of ports and specific tonnes of bunker where simulation of rivals' reaction and minimal port waiting time are considered. Since OOCL implemented the Robo-advisor solution, it is observed that the bunker consumption reduced significantly while the sea time increased when compared the same period the year before. At the same time, marine operational efficiency also increased in different aspects.

OOCL Participates in Enhancing Cetacean Habitat and Observation (ECHO) Program

OOCL participated in the Enhancing Cetacean Habitat and Observation (ECHO) Program between 6th July and 4th October 2019 to study how to reduce the cumulative effects of shipping on at-risk whales throughout the southern coast of British Columbia in Canada. For the 13 weeks of this Program, 69% of our vessels voluntarily sailed at slower speeds in the research region. OOCL's commitment and contribution to this Program was an important part of our sustainability work in addressing the "SDG 14: Life Below Water" component of marine life protection and conservation.

Hong Kong Colleagues Volunteered at Recycling Event for Sustainability

On 15th June 2019, 23 OOCL Hong Kong colleagues and their family members volunteered at Polyfoam Recycling Day organised by Missing Link – Polyfoam Recycling Scheme and OOCL Vital Link. Participants collected fruit sleeves, trays, boxes and packaging materials from a local market, shopping mall and some manufacturing facilities to carry out the pre-treatment process, by sorting the polyfoam items and removing the caps and labels on them, before they could be recycled. Volunteers also had a chance to learn more about the recycling industry and the recycling process of polyfoam and plastics.



Hong Kong Colleagues Learn How to Live Green

On 24th July 2019, OOCL Hong Kong invited a representative from Green Power to deliver a Green Talk - "Live Green, Live Healthily" to share information and tips on how to live green in our daily lives and household. About 180 colleagues attended the talk and realised their part in contributing to the sustainability of our society as a responsible citizen.



Environmental Documentary Screening

Plastic waste is a serious environmental problem in recent years and to reinforce the awareness of plastic pollution, a new award-winning documentary screening of "A Plastic Ocean" was held for our Hong Kong colleagues. More than 200 colleagues participated in the screening where they gained a deeper understanding of the global effects of plastic pollution and the consequences of disposable waste from our daily activities. Colleagues were astounded by the plastic impact on natural environment and living species and would like to take more action to reduce the use plastic items.



Kindergarten Sharing about Endangered Species in Zhuhai

On 18th July 2019, our Zhuhai colleagues held a kindergarten sharing activity about endangered species in CEC Adelaide Kindergarten, Zhuhai. The kids acquired knowledge about suitable habitats for endangered species in the presentation and Q&A session organised by our volunteers. This activity stresses the importance of saving resources and conserving the environment on a daily basis.



Chinese White Dolphin Science Museum Visit in and Beach Cleanup in Zhuhai

On 20th July 2019, more than 120 Zhuhai colleagues, families and vendors joined “Embrace the Blue Ocean, Cherish the Life Cradle” activity. Upon visiting the Chinese White Dolphin Nature Reserve Management, they learnt about ocean and marine life protection through comprehensive introduction of the Dolphins’ living status and methods to safeguard their lives. Our colleagues also contributed to ocean environment protection by cleaning one of the beaches at Qi’ao Island and organising an outdoor promotion activity in the nearby community. This initiative aims at elevating the awareness of ocean environment and marine life conservation.



Visit to Fairylake Botanical Garden in Shenzhen

On 27th July 2019, our Shenzhen colleagues and their families visited the Fairylake Botanical Garden, where the cycas taiwaniana there is the only national Grade 1 protected wild plant in Shenzhen. During the visit, the participants enjoyed the beauty of nature by seeing a variety of rare plants and become more determined to protect our environment.



OOCL and OOCL Logistics Shanghai Colleagues Supports Environmental Sustainability

On 2nd April 2019, 40 volunteers from OOCL and OOCL Logistics in Shanghai participated in a tree-planting event at the Lingang Logistics Park. It was the fifth consecutive year that our colleagues have taken part in this initiative which aims to green up the environment and create a more serene, healthy and beautiful atmosphere for all. With continuous efforts and contributions from our volunteering colleagues, more than 100 trees were planted at the park over the past five years.



Singapore Colleagues Participated in Wetland Reserves Ecotour

On 20th July 2019, our Singapore colleagues and vendors participated in an ecotour to Sungei Buloh, Singapore’s first ASEAN Heritage Park and a crucial wetland for migratory birds. While enjoying the green habitat, all participants learnt of the various efforts made to sustain the sensitive bio-nature balance and the need for us to preserve this nature.



Mangrove Plantation Project for a Better Malaysia

On 3rd August 2019, OOCL and OOCL Logistics Malaysia colleagues participated in a Mangrove Plantation Project by planting 2,500 mangrove trees at Sungai Chandong in Pulau Indah. The plantation of mangrove could help protect the shorelines and maintain water quality by filtering pollutants and trapping sediments originating from land.

Green Canyon Karawang Village Visit

In July 2019, 23 Indonesian colleagues visited the Green Canyon Karawang Village located at the foot of Mount Sanggabuana, a protected forest to prevent widespread forest damage in the region. Our colleagues had fun and learned more about deforestation reduction and biodiversity protection from the local villagers.

Mangrove Conservation Tour in Indonesia

On 27th July 2019, the day after the International Mangrove Day, our Indonesian colleagues took part in the conservation programme of mangroves at the coastline of Malaka Straits. After learning more about the significant ecological, economic and social roles of mangroves, our colleagues are motivated to help preserve them.

Canal and Park Cleanup in Vietnam

On 13th and 20th July 2019, our colleagues at Ho Chi Minh City, Hanoi and Haiphong cleaned up the Nhieu Loc – Thi Nghe canal, Sword Lake Park cleanup and Tam Bac Riverside respectively. The activities aimed at protecting lake and river ecosystems as well as enhancing the environmental awareness of our colleagues.

Dolphin Conservation Workshop and Mangrove Plantation in Pakistan

On 20th July 2019, our Pakistan colleagues coordinated with WWF to organise a visit to the Sonmiani Hor and Karachi Hawksbay Beach. The participants learnt more about dolphin preservation and endangered species of mangroves through various informative activities which include planting of mangroves. This initiative aims to reinstate the thriving mangroves forests and to create strength of nearby communities who are taking care of this forest.



Dubai Colleagues Volunteer in Desert Clean Up

On 26th July 2019, our Dubai colleagues cleaned up the Ras Al Khaimah desert where camels roam around to feed. The activities aimed at protecting desert ecosystems as well as enhancing the environmental awareness of our colleagues.

Lahore Zoo Visit and Cleanup in Pakistan

On 29th July 2019, our Pakistan colleagues paid a visit to the Lahore Zoo, one of the oldest zoos in the world and the home of about 120 animal species. The volunteers helped to pick up garbage and plastic waste at the zoo while enjoying the tour. This initiative aims at saving the endangered species and raising awareness on trash pollution.

Australia Colleagues Run for the Protection of Beaches and Bays

In March and August 2019, 52 Australia and New Zealand colleagues volunteered in the City2Surf Sydney and the Round the Bays run - the 5th and 8th largest run in the world, respectively. OOCL raised over AUD 4,352 towards the protection of Australian & New Zealand beaches.

Supporting Bees in the United Kingdom

As pollinators, bees play a crucial part in every aspect of the ecosystem, however, they are slowly dying out in the United Kingdom due to insufficient space in the country for them to create nests. On 8th July 2019, our British colleagues took part in a bee talk and bee houses DIY to learn more about bees and support them with their new homes.

Fruit Trees Planting in Egypt

On 24th August 2019, our Egypt colleagues and their families collaborated with Shagrha to plant 50 fruit trees at a public school yard in Obour city. The participants learnt more about the different types of trees and planting methodologies through hands-on experiences. This initiative aims to create a more serene, healthy and beautiful atmosphere for all as well as to educate the local students on their role toward the environment.

France Colleagues Learn More About Illegal Trading

Illegal wildlife trade is a biodiversity apocalypse. As stakeholders in the Transport and Logistics sector, our French colleagues attended a presentation and brainstorming workshops on illegal trade of endangered species conducted by WWF Paris on 24th June 2019. The activities aimed at enhancing the environmental awareness of our colleagues and encouraging them to reflect on their potential contributions to stopping illegal trade.



Green Week

Since 2007, the first week of July each year has been designated as the OOCL Green Week in support of environmental care. Improving the environment is one of our key focus under one of OOCL's core values and demonstrates our commitment to corporate social responsibility.

Green Week is a global programme for everyone at our offices around the world to promote environmental care through special events and meaningful activities. They are organised to remind our colleagues on the importance of "Going Green" and we have been successful in showing our long-term commitment to protecting our environment through such initiatives.

We continue to adopt a goal from United Nations' Sustainable Development Goals (SDGs) to maintain our sustainability development efforts. We have selected the SGD Goal 15 – Life on Land as the theme of Green Week 2019. The focus of this goal is to protect biodiversity, land productivity and genetic resources and to curtail the loss of species.



Awards and Recognition

OOCL is proud and honoured to receive recognition and awards for our commitment and efforts to corporate sustainability each year and we highlight some of our achievements in 2019.

OOIL Expands GHG Reporting and Verification Scope

Over the years, the Group has been taking concrete, meaningful and progressive steps in our long-term commitment to protecting the environment and reducing emissions in the communities where we operate by meeting our Greenhouse Gas (GHG) emission, operational energy consumption, as well as environmental verification targets spanning from Scopes 1 to 3. In 2019, the verification scope had been expanded to cover consumption and emissions data of global operations of OOCL and OOCL Logistics.

We are committed to reaching higher standards and transparency levels in our GHG reporting which are all in accordance with the "Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard." In addition to our work related to GHG, the Group has also been taking a leadership role in building our Environmental, Social and Governance (ESG) profile to tackle a wider spectrum of environmental challenges we face across the industry.

Through our continual engagement in the Sustainable Development Goals (SDGs) set out by the United Nations, we are constantly reviewing our efforts and progress in reducing emissions, promoting environmental care and conserving natural resources which all contribute to the success and comprehensiveness of our overall sustainability profile. We do this in all areas of our business – on land and at sea – from our vessels to our offices, warehouses and depots. The achievements we have made to date are very important to our sustainability work in addressing the "SDG 13: Climate Action" component of emission reduction and climate change mitigation.

Verified by Lloyd's Register Quality Assurance (LRQA) and for the sixth consecutive year, we achieved a limited level of assurance by dual reporting standards through the use of Clean Cargo Working Group (CCWG) and ISO 14064-1:2006 verification tools to certify the transparency, accuracy, completeness, consistency and relevance disclosure on Greenhouse Gas emissions, operational energy consumption, as well as environmental data separately.

Throughout the independent verification process, we prepared all the proper documentation and records showing the effective management and internal controls for collecting and reporting of the required data to meet the dual standards. It also verified the adequacy of the processes being implemented in managing the consumption and emissions data of our vessels, offices and logistics facilities. We are pleased that not a single discrepancy, misstatement and nonconformity was identified.

OOCL Honoured with Distinguished Green Shipping Award

On 28th June 2019, OOCL received the Green Shipping Award from Seatrade Maritime Awards Asia. This award recognises the company's green technology investment, carbon management, compliance to environmental regulations and promotion in environmental awareness. As a proactive leader in green shipping, OOCL was delighted to take the award for two consecutive years and this is a huge encouragement for us to continue our commitment to protecting our environment.

OOCL Once Again Received the Singapore Environmental Achievement Award

On 27th August 2019, OOCL was proud to receive the 2019 Singapore Environmental Achievement Award (SEAA) (Regional) at a ceremony held at the Singapore Environment Council's Conference Day event. The SEAA (Regional) Award category recognises local or international companies and organisations with outstanding environmental performance in Asia, and the regional scope has been expanded to welcome companies from China, Japan, South Korea, and other ASEAN countries to take part in the awards scheme.

OOCL Wins Two HKMA Hong Kong Sustainability Award Trophies

On 11th November 2019, OOCL proudly received the "Hong Kong Sustainability Award" and "Special Recognition for Outstanding Sustainability Initiative: Environmental Dimension" at the Hong Kong Sustainability Award 2018/19 ceremony. Organised by the Hong Kong Management Association (HKMA), the Hong Kong Sustainability Award aims at recognising organisations which have demonstrated outstanding sustainability practices in economic, social, and environmental aspects while achieving good business and organisational performance within their industry sectors. The awards programme also advocates for cross-sector sharing of best practices while inspiring organisations to entrench sustainability into their operation and culture for more impactful and long-term business sustainability results.

OOCL Honoured with Excellence in Environmental at the Lloyd's List Europe Awards

On 10th December 2019, OOCL was very honoured to receive the "Excellence in Environmental Management" award at the 2019 Lloyd's List Europe Awards ceremony in London. Formerly known as the Lloyd's List Global Awards, this awards programme is one of the most anticipated events in the industry, recognising excellence across the maritime sector. The "Excellence in Environmental Management" award pays tribute to a company which has made significant contributions to minimising marine environment pollution. The assessment covers several areas such as environmentally friendly ship designs and operation, reductions in fossil fuel use, and the green impact from corporate sustainability policies.



OOCL Receives Environmental Ship Index 2018 Award in France

On 12th June 2019, OOCL was honoured to receive the Environmental Ship Index (ESI) Award 2018 from the Port of Marseille-Fos. The ESI is an incentive mechanism, setting a score to be achieved beyond regulatory requirements. Shipping Companies that operate ships that most respect air quality benefit from a discount on their port dues during their stopovers.

OOIL Signs United Nations Global Compact and Joins China Business Summit

OOIL took part in the United Nations Global Compact (UNGC). Through our business strategies, operation, corporate culture, and continual engagement in the Sustainable Development Goals (SDGs) set out by the United Nations, we are committed to supporting the Ten Principles of the UNGC that sets out fundamental responsibilities in areas such as human rights, labour, environment and anti-corruption. To demonstrate our long-term commitment in corporate sustainability, transparency, and accountability, we participate in UNGC workshops on relevant environmental and human right issues for time to time and aim to publish a Communication on Progress (COP) report on an annual basis to describe our extensive efforts in implementing the Ten Principles and SDGs. Prior to our participation in the UNGC, we have already been very active in building up our work on SDGs. In our 2016 Sustainability Report, we introduced new targets and specific action items towards the formulation of relevant SDGs to tackle environmental and social issues across industries.

Each year, the Global Compact Network China invites OOIL to participate in the China Business Summit and through various workshops at the event, each company can showcase their achievements in sustainability, discuss potential opportunities and challenges in SDGs, and encourage others to innovate together with an open mind and shared values to address industry- and topic-specific environment and human right issues.

"Class of Excellence" Wastewiše Label

OOCL also received environmental recognition for our participation and performance in the Wastewiše Label Scheme under the Hong Kong Awards for Environmental Excellence (HKAEE) programme. Under this initiative, participants have to reduce pollution, waste or resource use and achieve at least nine goals or more, covering at least two of three Wastewiše categories in order to be granted with the "Class of Excellence" Wastewiše Label. The three categories include Waste Avoidance & Reduction Measures, Collection and Recycling of Recyclable Materials, and Purchase or Manufacture of Recycled Products. We also collaborate with our vendors and suppliers to participate in different waste reduction initiatives.

Hong Kong Green Organisation Certification (HKGOC)

The HKGOC aims to benchmark the performance of "green" organisations to encourage them to sustain their various environmental best practices. It also presents organisations with the opportunity to demonstrate their commitment to improve different aspects of their environmental performance. In appreciation of our efforts towards environmental protection, OOCL was given the status of "Hong Kong Green Organisation" (HKGGO) by the Environmental Campaign Committee (ECC) from being a Gold Winner in the Hong Kong Awards for Environmental Excellence (HKAEE).

Green Flag Award

Since its launch, OOCL has been an outstanding voluntary participant in the Port of Long Beach's Green Flag Program by complying to sail at slower speeds within 40 nautical miles of the coastline. To acknowledge OOCL for our commitment to reducing harmful emissions, we received a Green Flag Award from the Port of Long Beach in 2019, a recognition that we have received every year since 2005. OOCL will continue our efforts in cutting air pollutants such as smog-forming NO_x, diesel particulate matters and greenhouse gases. Port officials estimate that the amount of NO_x generated by container ships would be decreased by approximately 550 metric tons a year if all the vessels comply with this programme.

Participation in Environment-focused Organisations

As an active participant in addressing and demonstrating the support to issues of environmental protection and mitigating climate change, we are a member of a few environment-focused organisations:

United Nations Global Compact

OOIL takes part in the United Nations Global Compact (UNGC) initiative. UNGC encourages companies to align their operations and strategies with 10 universally accepted principles in the areas of human rights, labour, environment and anti-corruption, and to act in support of UN goals and issues.

Clean Cargo Working Group

OOCL has been a member of the Clean Cargo Working Group (CCWG) since 2003 and it is a Working Group of the Business for Social Responsibility (BSR) organisation, comprising of over 65 multinational shipper, carrier and freight forwarder members. CCWG is dedicated to benefiting the environment and people by assessing and addressing the environmental footprint of goods transported around the world. Practical solutions developed by the CCWG include the Environmental Performance Survey (EPS), which offers consistent standards and measurements of a carrier's environmental performance.

Our mission with the CCWG is to foster continuous improvement in the environmental and social performance aspects of freight transport by sharing information and promoting best practices in the industry.

World Shipping Council

The World Shipping Council (WSC) provides a platform for the liner shipping members to voice out and collaborate on actionable solutions for some of the world's most challenging transportation issues such as those that relate to the environment. As a member company, we strive to promote and develop sound environmental solutions through the development of sustainable new international public policies and regulations to reduce air emissions and mitigate climate change. The WSC routinely works with a broad range of stakeholders from the public and private sectors to advance together in such areas.

Business Environment Council

The Business Environment Council (BEC) is a non-profit organisation promoting corporate social and environmental responsibility. Members share their responsible business practices which balance economic, social and environmental interests.

8

Human Capital

As a responsible corporate citizen employing the highest standards of business ethics in all that it does, the Group understands that the process begins with the treatment of its employees. As a successful corporation, the Group appreciates that its success, growth and performance are attributable to the skills, dedication and teamwork of its employees. It regards people as its greatest asset and takes good care of them. In line with the Group's values, we manage to invest in our people and support our employees to achieve their full potential. We aim to deliver our commitment on the key objectives to address the relevant Sustainable Development Goal:

8 DECENT WORK AND ECONOMIC GROWTH



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

We are committed to ensuring decent working conditions and equal opportunities at the workplace and eliminating all kinds of human and labour rights issues.

In Progress

The Group is an equal opportunity employer with a clearly defined policy covering areas such as treating all employees with fairness and dignity, promoting the corporate culture of encouraging open and frank communication throughout the organisation, investing in its employees and caring for their hopes and aspirations through people-development programmes and education, as well as recognising their efforts and achievements.

Our People's Success is OOIL's Success

Employee Profile

We employ 10,677 full-time employees around the world where the majority of them are hired locally and 93.06% of the employment are on a regular basis.

Staff Retention

The OOIL Group is a stable organisation with a good staff retention rate. The Company has proactive strategies in place to try and retain employees through various programmes to enhance job satisfaction and improve staff retention. In 2019, the turnover rate for employees across our operations was 12%.

Long Service Awards

In recognition of our staff's hard work and dedication to the Group, we celebrated with more than 500 Long Service Award recipients from our offices across the world. In 2019, there were 54 proud colleagues who received the 25-Year Long Service Award, while 49 were recognised for their 10-Year Long Service, and 412 for their 5-Year Long Service.

Professional Development

Learning and Growth Culture

At OOIL, we encourage openness and innovation in our work environment. Every employee is entitled to equal training and development opportunities. Our policy on "Training & Development" sets out to groom our people to support our business growth and their own professional development while discharging duties at work. The Group provides employees with extensive learning and development opportunities to realise their potential and improve their knowledge and skills. Examples are job assignments and rotation, talent development programmes, soft skills training, global e-learning, mentoring programmes and various learning and development programmes.

People Development

People Development remains a cornerstone of the corporate culture. This enables effective operation of OOIL's career development policy through recruitment and promotion from within. While on the job, our employees can be nurtured and given numerous learning and development opportunities. OOIL has, over the past years, committed big investment and effort into its various management and functional development programmes, aimed at further enhancing their competencies to better serve our customers and contribute to the growth of the Group.

Staff Movement – Transfer / Reassignment

The framework for Staff Movement is established to facilitate effective human resources deployment, supporting achievement of business objectives and employee development. There are many opportunities available for career growth at OOCL. We may, in the interest of staff career development and the operational needs of the Company, assign them to different positions, or transfer them to different departments or Group companies, either on a temporary or permanent basis. When such opportunities become available, we will consider their career goals and provide career counseling at their request. In addition, they may take advantage of career opportunities by applying for open positions within the Company. Position openings will be posted through our Internal Recruitment Bulletin.

Six-month Short-term Job Rotation Program

With “People, People, People” being the first of our four Core Values, OOCL is committed to investing in our people – our greatest asset. As part of our continuous people development effort, OOCL launched a six-month short-term Job Rotation Program to broaden colleagues’ exposure, experience and perspective by

- Working in different cultural and business surroundings;
- Taking on a challenge with full accountability and performance measurement in a different functional setting;
- Learning to appreciate a new set of business issues in a different geographical environment.

Program participants benefit from the exchange of knowledge, skills, insights and best practices, as well as the opportunity to enhance their communication and collaboration abilities to foster continuous improvements on business processes and decision making, thereby heightening overall organisational capability.

Employees Engagement Survey

In order to measure OOCL’s performance in employee engagement and boosting of staff morale and sense of pride with the company, we have been conducting employee engagement surveys where randomly selected colleagues from each region would participate on a quarterly basis. The survey results are monitored periodically and shared with the management team to identify areas for improvement and action items with the objective of making OOCL a better place to work at.

Global Recognition Program and Service Culture

Global Recognition Awards are designed to promote and recognise the “Take It Personally” spirit among OOCL employees with the purpose of promoting quality service to all our customers.

SPOT Award

Everyone likes to be thanked and recognised for a job well done. At OOCL, we strongly believe in the importance of encouraging, thanking and recognising the contributions and hard work from our colleagues. This could be making a suggestion which improved efficiency at work, completing a job which exceeds expectations, or even demonstrating behaviour which exemplifies our Core Values and/or Core Competencies. The SPOT Award is part of our “Global Recognition Award” which is aimed at promoting quality customer service both internally and externally.

Success Management System (SMS)

The Success Management System has been an effective tool to evaluate an individual’s performance in terms of meeting both the Company’s objectives and their own goals and competency requirements.

Staff Communication / Knowledge Sharing

The Group employs an innovative approach to internal communications, employee learning and people development. The Group recognises that on demand performance support to its employees is the key to help them deliver what customers need and unleash potential. The Group has utilised its intranet, called “InfoNet”, as a learner-centric platform for dissemination of company news and business updates while providing its employees with a tool to share knowledge, exchange views and formulate ideas. The Group adopted a wide range of enterprise level collaboration tools. In addition to conventional methods of communication such as email, other tools such as OOCL Wiki and OOCL Channel have become very effective in the global sharing of information and knowledge as well as facilitate collaboration amongst colleagues around the world. They have also helped us support accelerated learning by providing us with the means to leverage resources, ideas and hence solutions. Since 2016, we have also enlisted the resourceful usage of the Office 365 cloud-based information platform to further our internal communication goals.

All Staff Learning

1. Lunch & Learn

Launched in 2013, OOCL's "Lunch & Learn" programme was created to offer colleagues the opportunity to learn more about a topic or business area which is not normally within their own job scope in a relaxed environment during lunch. The Lunch & Learn programme first started in head offices and over the past year the success of the programme encouraged other regional offices to conduct their own programmes.

2. Harvard ManageMentor e-Learning Portal

As OOCL's learning culture continues to flourish and in an effort to create more opportunities in people and core business skills development, we have launched the Harvard ManageMentor e-Learning portal to further strengthen our employees' professional development and growth. We target two levels of objectives in the eLearning programme. At the individual level, we facilitate self-paced learning and growth. At the organisation level, we create the supportive learning environment and culture and to foster a company-wide people development approach that consistent with OOCL Competencies. The objective is to strengthen the capability for leadership succession in long term.

Talent Development - International Executive Development Program (IEDP)

We run IEDPs for managers and executives worldwide. The Program was first launched in May 1998. In 2019, more than 50 OOCL executive participation from across all regions are recorded to have completed the IEDP.



International Maritime Dangerous Goods Code Refresher Training

The International Maritime Dangerous Goods (IMDG) Code is the regulatory framework regarding all aspects of handling dangerous goods and marine pollutants in sea transport. Training for shore-side staff involved in dangerous goods transport by sea is mandatory. In compliance with these requirements and to ensure staff safety, OOCL has been providing biennial IMDG refresher training since 2013. The content of the training will be revamped regularly in order to keep our staff alert of the IMDG updates.

Environmental Awareness and Training

1. On ship

All OOCL senior officers on ships are professionally trained to acknowledge the importance of environmental protection and abide to the Company's policy and procedures, such as the Ballast Management Plan, Garbage Management Plan and the Shipboard Marine Pollution Emergency Plan, to protect the environment. Subsequently, all other OOCL crew members are then trained by their senior officers.

2. Land side

All OOCL employees undertake basic training on environmental awareness through learning the Company's core values within the first few weeks on the job. This is an important part of the mandatory employee induction training delivered through the Company's ePeopleSmart learning platform.

Safety Training

In addition to the IMO's mandatory safety training, we also offer additional safety programmes for our sea staff, which is in line with one of our core values, "People, People, People". One of our ongoing programmes is the Onboard Mentoring Program, which helps train newly recruited or promoted sea staff and cadets on safe and efficient performance. The Master, Chief Officer, Chief Engineer and Second Engineer would closely "mentor" them for a specific period of time with continuous appraisal reports.

An Onboard Safety Culture is constantly being promoted and all crew members are kept up-to-date on safety measures and initiatives through various training and re-education systems. OOCL offers a web-based training programme and is designed for individual self-study with the purpose of upgrading safety awareness. The course is accredited by recognised organisations and an examination is given at the end of each module.

Crew members are expected to apply the knowledge acquired within the context of their ship's operation after the course is completed. For over 10 years we have conducted the Bridge and Engine Resource Management Courses for OOCL officers and engineers. These courses were conducted at the OOCL Maritime Academy (formerly called the Zhoushan Orient International Seaman Training Center) in China and sponsored by the Tung Group and OOCL. All OOCL sea staff, including ship masters, officers and engineers, would be sent for mandatory training and re-education courses every four years on a rotational basis.

To promote safety and quality training for future seafarers, OOCL also sends our experienced technical staff, ship masters and chief engineers to conduct presentations on topics such as safety, security, shipboard communication skills, and our in-house SQE System (Ship Safety / Security, Quality and Environment System) to students at the Zhejiang International Maritime College in China.

Knowledge is Power

At OOCL, information and knowledge are always at our fingertips, so that we are always well informed and in touch. That is what makes us stand out from our competitors. All this knowledge is aggregated from our staff in various departments.

We have various tools for sharing: OOCL Wiki, for recording and discussing information to build a powerful reference database; E-mail, which remains useful for all kinds of sharing; and Instant Messenger (IM) for instantaneous communication.

OOCL Wiki

OOCL Wiki is an internal platform that hosts and shares information and knowledge about the Group and our industry. All our employees are encouraged to create, edit and facilitate discussions. To date, we have created more than 15,000 Wiki pages.

Health & Safety

We never compromise on workplace safety. Our Corporate Safety, Security & Environmental Care (SSE) Policy underpins our commitment that, so far as is reasonably practicable, our operations are executed in a safe working environment to avoid any occupational hazards, health & safety risks to the employees and stakeholders. Maintaining a zero rate of accidents and injuries are our primary safety objective.



We frequently carry out comprehensive risk assessments for reefer and dangerous cargo. Prior to loading, dangerous goods are randomly inspected to ensure that they are correctly packed and properly stored. Strict onboard checking systems have also been implemented for other sensitive cargo. Special drills for ship safety and anti-pollution measures are periodically conducted both onboard a vessel and at office locations.

We take a zero tolerance approach to work-related injuries and ensure full compliance with the required health & safety laws and regulations at all locations of operations. During the reporting period, no incidents of health & safety standard violations were found. There were no work-related fatalities occurred in each of the past three years including the reporting year within the Group.

Our Zero Tolerance Approach

The Health & Safety of our people is a high priority and remains a key focus for the Group as we work together to achieve our Zero Tolerance approach to injuries in the workplace. We believe that Zero Tolerance is a fundamental sustainability objective.

Emergency Response

In the event of emergency and crisis situations, a Corporate Emergency Response policy is in place to ensure such events are handled appropriately and in a timely manner. Under this policy, Emergency Response Teams (ERT) are formed in each Region, reporting to the Corporate Emergency Response Team (CERT), and ultimately to the Executive Committee where needed.

Emergency Response Teams (ERT)

In the event of a serious incident, the Regional Emergency Response Team (RERT) should first become involved in dealing with the immediate situation. If the situation becomes more serious, the RERT will escalate the case to CERT. A standardised formation of ERTs means clear communication lines can be quickly established for an efficient crisis response mechanism.

Safety Review

In addition to carrying out regular occupational health & safety trainings, audits and comprehensive risk assessments for any existing, new and /or potential operations or projects, one of the most important adoptions to help maintain a zero rate of accidents and injuries is that we have “No Blame Policy” in place to encourage our sea staff to report incident of any scale to us.

Rather than focusing on blame, this policy helps us perform monitoring and investigations that focus on identifying real and fixable root causes in case of any incidents or injuries. It allows us to disclose the investigations and findings of the reported incidents in a timely manner, and to perform actions following the reported incidents.

AMVER Awards Program

On 26th October 2019, OOCL was presented with 27 Automated Mutual-Assistance Vessel Rescue System (AMVER) Awards for the year 2018 at the annual Hong Kong Shipowners Association Luncheon. Sponsored by the United States Coast Guard (USCG), AMVER is a unique, computer-based, and worldwide voluntary programme that facilitates the rapid engagement of merchant ships in rescue operations at sea and to help other mariners in need regardless of their nationality. OOCL was also recognised for 16 Years of Faithful Participation. As safety at sea is a top priority, we believe the AMVER Program helps to protect lives and make the ocean a safer environment for all seafarers.

Qualship 21 Certificates

OOCL vessels have been recognised for our exceptional safety and environmental standards under Qualship 21 since 2004. Our vessels were recognised as Qualship 21 participants for their high standard of excellence; marking the most OOCL vessels ever certified under the programme to date. We are particularly proud of the fact that according to the United States Coast Guard, only a small percentage of the foreign-flagged ships that operate in the United States have qualified for this initiative.

Work-life-balance (Health Wellness)

We have many different clubs that cover a broad range of recreation and special interest areas and they are formed with the aim of promoting work-life balance for all colleagues who can gather together for various activities after work. Colleagues can take these great opportunities to meet others in the Company who share the same interests.

The recreation club, for instance, organises family outing, cooking, kickboxing, painting, clay, baking classes, calligraphy, wine appreciation workshop, DIY ukulele and ice-cream workshop, yoga, champagne glass etching, cloth bag pad-printing, sport climbing, jazz dance, 3D latte art & etching, environmentally friendly leather crafting, laser war game, archery, pottery class, Zumba, Aerial Yoga, DIY Storm Glass Workshop, Bounce Fit, Tai Chi, DIY preserved Rose Lamp, DIY cartoon buns, drum class, Floor Curling class, Funky Dance, DIY Jam Class, VR Experience, Glass Coffee Cup Etching Workshop, and different activities that allow colleagues to relax and learn after work. For some particular clubs that are more popular among colleagues, they would gather more often to have regular activities and even organise for sports competitions too!

Currently, we have sports and special interest clubs that include badminton, bowling, hiking, and soccer. These clubs not only help our colleagues attain better work-life balance, but they also make the workplace more fun and bring about the employee’s sense of belonging to the Company. In addition, colleagues joining these clubs can build their leadership and organisational skills through arranging different activities.



Healthy Work Environment

We conduct various approaches to promote public health and hygiene in our work environment. This includes organising various health talks for the staff to learn how to prevent the outbreak of an infectious disease that could have a devastating impact on our operations.

Health Square

Health Square promotes the need for a healthy lifestyle to our colleagues through various channels. Prevention is better than cure so we promote health awareness by organising health talks and classes for all colleagues.

Our Health Square programme organises a series of health classes, such as Wellness Yoga, “Tai Chi”, “Wing Chun”, Boxing Aerobics, “Qi Gong”, “Ba Duan Jin”, Acupuncture Points Pain Relief Massage and Lymph Exercise, Jazz Dance, Sport Climbing, Kickboxing, Pilates, Running, Boxing, First-Aid Course, Archery, Zumba, Aerial Yoga, Bounce Fit, Taekwondo, Stretching class, Self-massage, Floor Curling Class and Funky Dance, Sport Climbing and Running Class to promote a healthy lifestyle to our colleagues. Our aim is to arouse their awareness of staying healthy and develop an interest in doing different forms of exercise.



Hong Kong Badminton Family Fun Day

To promote badminton as a way to lead to a healthy lifestyle, the OOCL Badminton Club invited colleagues and their family on 1st May 2019 to share the benefits of playing this sport together as good exercise.



Internal Soccer Competition and Super Fun Soccer Day

To promote sporty life and friendships, the OOCL Soccer Club organised an Internal Soccer Competition on 29th April 2019. Besides, a Super Fun Soccer Day was organised on 16th October 2019 to allow colleagues and their family to do more exercise and share the fun of team game of Soccer.



OOCL Zhuhai Team Building

With the aim of enhancing teamwork spirit, improving communication and problem-solving skills, and facilitating cross team exchanges, Zhuhai colleagues organised a number of teambuilding activities from March to June 2019. More than 560 colleagues learned about the importance of mutual understanding and trust through this effective team building programme.



OOCL South China Region Annual Team Building

On 16th November 2019, more than 300 colleagues from South China offices gathered in Dongguan for the annual 1-day team-building event. Everyone benefited from an exciting day of activities through working together on difficult and challenging tasks designed to promote teamwork, strategic thinking, leadership, creativity and communication skills.



OOCL and OOCL Logistics Vietnam Annual Team Building

On 27th and 28th July 2019, more than 100 colleagues in Vietnam conducted annual outing with the theme of TIP – The differentiator in our industry, at Vietsovetro Resort in Ba Ria - Vung Tau province. The 2-day event was packed with fun-filled, teambuilding activities with the objective of further continuing differentiating ourselves among our competitors in the industry, enhancing communications, strengthening coordination, creating stronger teamwork spirit among colleagues to further support the Region's business growth and customer service quality differentiation.



Dubai Colleagues Win and Build Team Spirit at Sporting Events

On 11th October 2019, our colleagues participated in the 2019 Dubai Shipping Agents Association (DSAA) Badminton Tournament in which we won the first place in men's singles and reached the semi-finals in mixed doubles. It was a good day for colleagues to strengthen the bond between one another and foster camaraderie with industry peers.



Japan Colleagues show Team Spirit at Relay event of Sporting Events

On 3rd November 2019, OOCL Tokyo colleagues and their families took part in the 49th Sports Festival organised by the Foreign Transportation and Finance Health Insurance Association (FTFHIA) at Toshima Amusement Park. The sports event was an effective health promotion activity supporting good sportsmanship, cooperation and a sense of solidarity with the community. With the goal of promoting healthy lifestyles, health check programmes and sports classes were also provided.



Preventive Measures of Infectious Disease

Our guidepolicy of preventive measures of infectious disease is in place to provide guidance to Regions in ensuring that consistent preventive measures of infectious disease are in place for all employees and in all offices. It defines infectious disease and outbreak; proposes action to prevent infectious disease, and provides guidance in personnel, hygiene and environmental hygiene, as well as proper actions to prevent and control global health issues in case of suspected or confirmed infectious disease. In addition, subject to the situation, the Company may provide with preventive vaccination programme in the office / Region where there is an outbreak. Each region shall use the colour-coded alert system and principles to work out and adopt its own contingency plan according to the local situation. The contingency plan should be regularly updated to ensure its validity. Priority is to ensure health, safety and business continuity.

Human & Labour Rights

As a responsible corporate citizen employing the highest standards of business ethics in all that it does, the Group understands that the process begins with the treatment of its employees. As a successful corporation, the Group appreciates that its success, growth and performance are attributable to the skills, dedication and teamwork of its employees. It regards people as its greatest asset. The Group is committed to ensure our people are treated with dignity and respect. Therefore, Human and Labour Rights is an important element to our Corporate HR Guidepolicies in which it serves as a guideline to ensure compliance with all local, national and international legal standards. In particular, we respect the provisions of the Declaration, Compact and Principles from the United Nations in respect to human and labour rights [#] and the Conventions of the International Labour Organization. We have taken actions with regards to:

- Elimination of all forms of forced, compulsory and child labour
- Freedom of employment & association
- Respect for the individual and elimination of discrimination
- Safe and healthy working conditions
- Payment of living wages and regular employment entitlements
- Non-excessive working hours

Other chapters, such as, “Code of Conduct”, “Equal Opportunity in Employment”, “Prohibition of Harassment” and “Grievance Handling Process” are also incorporated in the Corporate HR Guidepolicies and communicated to our employees through new-hire orientation, training and Group’s intranet.

We invited various stakeholder groups to complete a stakeholder engagement survey to access all possible human and labour rights issues in our business

activities. The results showed that the risk and impact from this assessment area were relatively not significant in our stakeholders’ perspective. Please refer to the Materiality Matrix for more details.

We have not received any reports on non-compliance, violations or grievance related to human and labour rights issues in the reporting year. In our approach to protecting the right of our people, we periodically monitor and review our employment practices to safeguard the best interests of our people. Meanwhile, our employees or employee representatives can anonymously report any human and labour rights issues to the company management through a formal grievance handling process. It allows us to investigate the findings of the reported incidents, and to perform actions following the reported incidents in a timely manner. These mechanisms help us ensure that we continue to be in full compliance with the related laws and regulations in order to maintain ‘zero incidents’. We constantly monitor and assess if there are any human and labour rights impact or risk to any of our existing, new and/or potential operations or projects. If a risk has been identified, the Operational Risk Management process will be implemented company-wide and reports to the Executive Committee on a quarterly basis through the SSE Committee.

[#] *For example:* The UN Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights from The UN Global Compact.

Grievance Handling Process

The guidepolicy of Grievance Handling Process is in place to define and formulate the framework for handling grievances raised by employees and ensure that all such matters can be resolved in a fair, consistent and expeditious manner and in strict confidence. Any complaint or grievances will be promptly and thoroughly investigated by the immediate supervisor or Human Resources Department or any other person as appointed by the Company. The investigation will be communicated with relevant employees through channels deemed appropriate by the Company determines that a complaint is founded or grievance has occurred, appropriate relief for the employee bringing the complaint or grievance and appropriate disciplinary action against the source of complaint or grievance will follow. Complaint or grievance matters can be extremely sensitive and as such, all communications such as interviews and witness statements will be kept confidential.

The Company will strive to ensure that there will be no retaliation or adverse action taken against the employee who raised the complaint or grievance by providing information in confidence. The Human Resources Department is actively involved in the consultation and resolution process to ensure a proper settlement.

In line with the Company's core value on People, People, People, which takes into consideration of equal opportunity, respect and dignity of all employees in a supportive environment, this guidepolicy is to define and formulate the framework for handling workplace grievances raised by employees to ensure that all such matters can be resolved in a fair, consistent and expeditious manner and in strict confidence.

Any complaint or grievance over inequitable treatment, procedural unfairness and infringement of Human and Labour Rights (linked to Code of Conduct) in the workplace will be promptly and thoroughly investigated by the immediate supervisor or Regional HRA Department, or any other person as appointed by the Company if independent investigation and/or arbitration is necessary and appropriate. The result of such an investigation and/or arbitration will be communicated through channels deemed as appropriate by the Company to the employee. If employees feel particularly vulnerable, grievances can be lodged anonymously.

Not only do we handle grievance internally, our grievance handling process also includes external stakeholders. Through the stakeholder engagement exercise, we can handle any grievance issues that may arise from the community. We invite our stakeholders to complete a survey annually to review whether our business activities play a vital role to the communities where we operate. The survey explicitly covers human rights issues and all the data we collect are kept confidential and anonymous. In addition, the general public can offer us feedback and comments regarding our business activities through our corporate website.

Disciplinary Action

The guidepolicy of Disciplinary Action defines and formulates a system of progressive disciplinary actions on instances of non-compliance by employees who have repeatedly failed to meet conditions of employment. Our policy ensures that when administering disciplinary actions, there is strict observance and adherence to established procedures so as to maintain fairness and consideration and to minimise any potential disruption to our operation. An employee observe certain standards of job performance and professional conduct as specified in Code of Conduct, Employee Handbook and other local Human Resources policies. For first time offenders, the Company will endeavour to provide employees with necessary guidance and opportunity for correction. However, if the employee fails to improve, he/she may be subject to disciplinary action and in cases of serious misconduct, be subject to summary dismissal.

Equal Opportunity and Anti-discrimination

We are committed to equal opportunity in recruitment and employment. The Group would like to encourage and retain the diversity of employees in all the locations it operates to offer local employees fair promotion opportunities and

benefit from the diversity of thought. It is the Group's policy not to discriminate against any employee or applicant for recruitment and employment on the grounds of nationality, race, colour, religion, creed, age, sex, disability, pregnancy, childbirth and related marital status, sexual orientation, veteran status and any other category as guided by local laws and regulations. We have also taken action to manage and improve workforce diversity and avoid various discrimination. In case of redundancy, voluntary or involuntary, the Group has established proper procedures so as to ensure that there is no discrimination and to remove any effects which could be disproportionate and unjustifiable.

Remuneration, Fringes Benefits and Compensation

Our employee salary and benefits are maintained at competitive levels. Employees are rewarded on a performance related basis within the general policy and framework on the Group's salary and bonus schemes which are regularly reviewed. For promotion, the Group assesses all possible candidates and ensures that nobody with potential has been overlooked. Human and labour rights, safe and healthy working conditions and non-excessive working hours are provided. Under the guidepolicy of "Employment Terms and Conditions", benefits and compensation includes but are not limited to: Rest Periods, Holidays and Leave Entitlement, and Contribution Scheme. Other welfare and benefits include medical insurance and pension funds to ensure our employees are well taken care of.

During the reporting period, no incidents of human rights violations, discrimination and labour right issues were observed. The Group fully complies with relevant standards, rules and regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

Code of Conduct


In the interest of adhering to the highest ethical standards on an ongoing basis, the Group has a formulated Code of Conduct which serves as a guideline to ensure compliance with all local, national and international legal standards and to preclude offences under local, national and international laws, any breaches of confidentiality, non-disclosure requirements or intellectual property rights and any conflicts of interest, acts of bribery, corruption or political contribution and any other areas of deemed misconduct.

We have set up procedures to identify, manage and control risks that may have an impact on the business of the Group. The Group's "Whistle Blower Policy", established in 2006, is one of our formalised procedures through which employees can anonymously file reports or register concerns and helps govern the reporting and thorough investigation of allegations of suspected improper activities.

9

Intellectual Capital

As an industry leader in the use of information technology, we aspire to provide the most innovative international container transport and logistics services in the business. In our strategies and management in driving digital transformation, we are committed to enhancing operational efficiency, bringing innovative solutions to our customers, and developing green IT solutions for our business. All this contributes to our competitive position as well as our service quality hallmark, which are widely recognised by customers and peers in the industry. We aim to deliver our commitment on the key objectives to address the relevant Sustainable Development Goal:



13 CLIMATE ACTION

Take urgent action to combat climate change and its impacts

Introduce efficient and environmentally friendly vessels.

In Progress Introduced 21,413 TEU vessels

Sustaining Growth by Innovation

Looking Deeper with Supply Chain – Insight

OOCL Logistics launched an enhanced version of the Supply Chain - Insight, an intelligence tool under the PODIUM® product line that offers near real-time monitoring of supply chain performance, shipment process and KPI across various dimensions. In the newly developed reports with additional indicators such as CO₂ emission summaries and enhanced functionalities, the upgraded Supply Chain – Insight can help customers closely monitor their shipment processes and analyze supply chain performances to enhance their supply chain decisions and thus improve their competitive advantage.

Launching Energy Efficient “GIGA Class” Containerships

OOCL reached a milestone from launching the first of the six “GIGA Class” vessels, named the OOCL Hong Kong, and with a carrying capacity of 21,413 TEU, the OOCL Hong Kong received a Guinness World Record title as the world’s largest containership and is also among some of most energy efficient vessels in the industry today. OOCL is committed to exceeding international standards and these new “GIGA Class” vessels are an important part to enhancing the competitiveness and efficiency of our modern fleet. The new generation of ships are designed and built with efficiency objectives in mind to provide better economies of scale and sailing performance at sea. By embracing innovative designs and the latest green technologies, these vessels contribute to improving the environment by lowering energy consumption levels and achieving the best Energy Efficiency Design Index (EEDI) value, which is 48% better than the EEDI baseline requirement level by the International Maritime Organization.

In many of today’s environmentally conscious supply chains, customers are paying more attention to sustainability and their effects on the environment. With the investment on these new vessels in our fleet, OOCL is dedicated to reinforcing our commitment to customers in reducing our impact on the environment.

CargoSmart Customer Innovation Center Drives Digital Transformation

CargoSmart opened its Customer Innovation Center to help shippers leverage the latest technologies and innovative solution development methods to drive digital transformation. The specialists there are working closely with shippers to digitise their shipment management processes through an iterative development process to identify challenges, quickly develop applications, as well as test and refine the solutions. Experienced engineers in various technology areas such as Artificial Intelligence (AI), machine learning, Internet of Things (IoT), and Application Programming Interfaces (APIs) work closely together to create new products for shippers and to help transform their businesses in an innovative way.

Embrace AI in Digital Transformation

OOCL partnered with Microsoft Research Asia (MSRA) in applying Artificial Intelligence (AI) research to improve network operations and achieve efficiencies within the shipping industry. The collaboration is nurturing about 200 AI developers.

OOCL has always been a pioneer in leveraging technology to make a real business impact and accelerate customer value, in which AI is the key in our digital transformation vision. The company has a talent base of over 1,000 developers located in San Jose, Hong Kong, Zhuhai, Shanghai and Manila. We have fully embraced a hybrid cloud infrastructure with auto-switching and auto-scaling throughout our businesses and machine learning for several years. Through this digital transformation, we can better address customer needs with advanced technologies and predictive analytics on vessel schedules and berth activities.

Blockchain Consortium

CargoSmart initiated the formation of the blockchain consortium with eight other leading ocean carriers and terminal operators to develop the Global Shipping Business Network (GSBN), an open digital platform based on distributed ledger technology. CargoSmart is leveraging its deep shipping domain knowledge, big data analytics, and expertise in developing software applications with artificial intelligence (AI), Internet of Things (IoT) and blockchain technologies to help network participants improve their shipping and logistics operations.

The GSBN provides the foundation for new applications that can transform documentation flow for shipment management including dangerous goods documents, invoices, and cargo release. The first planned application will allow shippers to digitise and organise their dangerous goods documents and automatically connect with relevant parties to streamline the approval process.

My OOCL Center

We understand that buyers and suppliers have to lower their costs, react quickly to market changes and operate a high-speed supply chain in order to meet the formidable challenges.

My OOCL Center (MOC) is an online tool offered by OOCL to enhance the interaction with all key parties involved in a shipment, thus helping customers become more cost efficient and ultimately more competitive.

MOC's innovative "dashboard" user-interface enables customers to easily monitor and control all the interactions regarding their shipments.

Blockchain Initiative to Simplify Shipment Documentation Processes

CargoSmart developed a blockchain solution for shipment documentation to improve complex supply chain processes. The solution establishes a digital baseline for trusted shipment documentation management across the shipping and logistics industry. Shippers, forwarders, carriers, truckers, and customs agencies will be able to collaborate more efficiently through the platform for a single version of truth and an immutable audit trail with low latency. When connected through a blockchain documentation platform, the entire shipping ecosystem can reduce disputes, avoid late penalties from customs agencies, expedite documentation turnaround times, and better manage detention and demurrage costs. CargoSmart projects a 65% reduction in the amount of time required to collect, consolidate, and confirm data from multiple parties and to handle shipping data that is repetitive in different documents by leveraging its blockchain shipment documentation solution. Document handling is particularly extensive for shippers and their logistics service providers with specialised cargo. For example, shipping dangerous goods requires numerous certificates to ensure that declared goods are classified and packed correctly but some of the shipping document contents are filled repeatedly into different declaration forms. CargoSmart's blockchain solution reduces the risk of mis-declaration and speeds up the filing process. When documents are submitted accurately and timely, the cargo can continue to move according to plan.

Shanghai Shipping Exchange and CargoSmart Join Forces to Establish a New Shipping Index

In September 2019, Shanghai Shipping Exchange, a leading shipping index organisation, and CargoSmart Limited, a leading global shipment management software solutions provider, have signed a Memorandum of Cooperation to develop a new shipping index for ocean carrier schedule reliability. Shanghai Shipping Exchange and CargoSmart will create a new methodology to calculate schedule reliability for key trade lanes to help shippers optimise their supply chains and for the industry as a whole to improve service quality.

Demonstrate Value in Cross-Network Collaboration for Trade Finance

In November 2019, CargoSmart, a leading shipment management technology solution provider, today announced the successful completion of a proof-of-concept with eTradeConnect, a multi-bank blockchain consortium facilitated by the Hong Kong Monetary Authority. The proof-of-concept was designed to validate the hypothesis that linking supply chain data with trade finance transactions can provide enhanced transparency, traceability, and efficiency for member banks. The engagement explored ways to improve global trade through enhanced collaboration among shippers, banks, terminal operators, and ocean carriers, with applications to be further developed once the Global Shipping Business Network (GSBN) is formed.

New Advances to MyOOCLReefer Services

Building on top of an exceptional service when it was first launched in 2011, OOCL's latest offering comes in the form of a significant advancement in upgrading the MyOOCLReefer (MOR) service by leveraging the latest technologies in areas such as Artificial Intelligence (AI), Internet of Things (IoT), mobile and telematic devices to bring an unprecedented level of transparency, visibility and convenience to shippers when managing their reefer cargo shipments with us. This level of access to information on the container can greatly help shippers in their cargo protection and inventory management process. At sea, the real-time monitoring of the shipment's schedule and substantially more accurate Estimated Time of Arrival (ETA) can give shippers more control over the supply chain where timing of their products to shelf is of paramount importance. On land, customers will appreciate the AI's constant oversight on possible deviations to the container's reefer settings where they can immediately take recovery action to any major impact affecting the cost, profit margin and market value of the shipment.

The introduction and adoption of these new innovative technologies are making a very positive contribution to the way we do business in the industry. Moving forward, OOCL will continue to innovate and differentiate ourselves from the competition by working closely with our business partners to bring more visibility, control and convenience to our customers in their reefer shipments with us because "We take it personally".



CargoSmart Connected Reefer Solution

In November 2019, CargoSmart Limited announced its brand-new "CargoSmart Connected Reefer Solution", a one-stop reefer cargo management solution for ocean carriers and shippers. The AI and IoT-enabled solution features end-to-end information transparency, including enhanced reefer container Pre-Trip Inspection (PTI) support, real-time container status monitoring updates, and predictive cargo arrival status. It allows carriers to offer best-in-class performance to shippers with lowered operating costs. It has been proven

effective and efficient. COSCO SHIPPING recorded substantial savings in reefer container PTI costs after adopting the solution, while reefer sales increased during the same period.

OOCL Logistics Launches Supply Chain Support Center in Jiangsu

On 17th September 2019, OOCL Logistics and well-known catering company Yum! China held grand opening ceremonies at the new jointly operated Kunshan Supply Chain Support Center in Jiangsu China. Equipping with robotic and automated pick and pack system in new Kunshan warehouse, we can achieve economies of scale and standardisation while handling various products and processing enormous daily orders.



OOCL Logistics Introduces a Chatbot "ACE" on VendorPodium

OOCL Logistics is pleased to announce the launch of new digital chatbot assistant named ACE on our VendorPodium system in September 2019. ACE will be an interactive communication channel on our proprietary VendorPodium platform offering a helpful user experience through an interactive desktop friend. VendorPodium is one of our PODIUM families of integrated supply chain solutions for our customers to enhance visibility and control of product flow.

OOCL Logistics has been a long-time leader in utilising advanced IT to maximise business efficiency and productivity while smoothing the operation processes. With our new ACE Chatbot feature in VendorPodium, OOCL logistics makes good use of latest information technology and advanced digitisation solutions to maximum cost- and time-saving potentials and help our customers make better supply chain decisions.

OOCL Logistics Utilises AI-equipped “EVE” Robots in Japan Warehouse

In August, OOCL Logistics was pleased to launch a new automated robotic warehouse that deploys advanced, intelligent robots to streamline warehouse processes and maximise productivity.

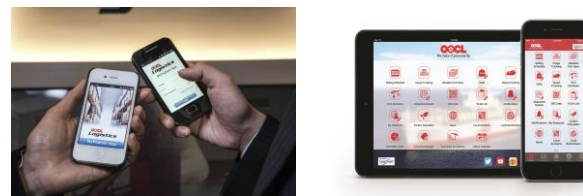
The newly developed smart warehouse is in Ibaraki, Japan (Northeast of Tokyo) and will be a major logistics hub for OOCL Logistics (Japan) Ltd. The building area is approximately 38,928 square metres on two floors. To overcome labour shortages and increase the efficiency, OOCL Logistics Japan decided to utilise 39 Automated Guided Vehicle (AGV) warehouse management robots called “Electric Vehicle” (EVE) on the first floor of this new Ibaraki warehouse. With the help of interactive robotics routine and sometimes dangerous warehouse work, such as handling and lifting heavy cargo, is done entirely by robots. Warehouse teams work in safer working conditions and can concentrate more on collaborative critical tasks.

Being one of the world’s leading logistics providers, OOCL Logistics is leveraging AI (Artificial Intelligence) and the adoption of robotic process automation and customised technologies to improve operational performance, eliminate manual errors and reduce costs.



MyPodium App

MyPodium App is designed specifically for use by the International Supply Chain Management customers moving cargo and shipments with OOCL Logistics. It is the mobile extension of our MyPodium internet-based supply chain visibility and purchase order management information technology. MyPodium App allows the customer to view, track and trace the latest progress of important purchase orders, shipments, and merchandise anytime, anywhere with their smartphone devices. It gives them on-the-go access to exceptions, status updates and fast communication with their logistics network around the globe.



OOCL Lite App

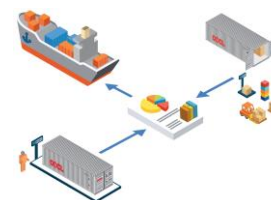
OOCL Lite is one of OOCL’s customer-focused and innovative IT products developed by CargoSmart™, an independently-operated company with OOCL investing in the development of the solution platform. OOCL Lite allows users to: access real time sailing schedules, cargo and vessel tracking data, port schedules, rates of exchange for the selected voyage, detailed container specifications, carbon calculator functions, shipment details, and corporate news at their finger tips. OOCL Lite is available for download at the App Store (iPhone / iPad) and Google Play (Android). The demonstration videos can be viewed in English on the OOCL YouTube Channel and in Mandarin on Youku.

Verified Gross Mass (VGM) requirements under the Safety of Life at Sea (SOLAS) Convention

To improve safety in the supply chain, the International Maritime Organization (IMO) has made amendments to the Safety of Life at Sea (SOLAS) convention indicating that all shippers must comply with mandatory container weight verification requirements, or Verified Gross Mass (VGM). Currently the industry is in ongoing discussions with many regulatory authorities and stakeholders to ascertain the implementation details and policies on such requirements as well as to ensure that process and system readiness for compliance is in order before the effective date.

Principle

“No VGM, No loading.” A container without a VGM is not allowed to load onto the vessel. The shipper is responsible for the potential regulatory penalties and all costs associated to the exception handling of the containers without the VGM.”



Mobile App for SOLAS VGM Compliance

CargoSmart announced BoxSnap, a free app to easily collect and share container weight information through a smartphone to comply with the Safety of Life at Sea Convention's Verified Gross Mass requirements (SOLAS VGM).

The mobile app simplifies and expedites the process for shippers, truckers and cargo weighing parties to obtain VGM information and submit it to their ocean carriers to comply and minimise the risk of held cargo or penalties. Leveraging optical character recognition (OCR) technology, truckers and cargo weighing parties can take a photo of a container, check the captured container number and tare weight, and share it with the parties responsible for filing the VGM.

BoxSnap allows shippers to receive container weight information as soon as it is available, either when a container is packed at a warehouse or is at a weighing station, to meet critical VGM submission deadlines. Shippers, truckers, and cargo weighing parties can save time from having to search through carriers' websites for container tare weights, conveniently share scanned container information, and retain digital image records for future reference. Shippers who submit VGMs through CargoSmart's online platform can designate third-parties to provide the container weight details through the app and receive alerts when they can submit the VGM to their carriers.

App Store SM



Google Play TM



Direct Installation
for Android



Awards and Recognition

OOCL Received the Digital Transformation Award

On 18th February 2019, OOCL was very proud to receive the Digital Transformation Award from ESCP Europe – a leading European business school celebrating its 200th anniversary this year. The awards programme recognises outstanding achievements and success in the organisation's digital transformation journey. OOCL has always been a pioneer in leveraging technology to make a real business impact on operations while improving its services to customers. Equipped with a talent base of over 1,000 developers, OOCL has been working very closely with its sister company, CargoSmart, a software solutions provider, to leverage artificial intelligence, Internet of Things and big data to improve visibility and network operations efficiency with predictive insights since 2012. OOCL also developed close collaborations with other business partners on this digital transformation journey which involved various key areas including the nurturing of AI developers and achieving specific targets such as cost-saving improvements in operations.



CargoSmart Wins Lloyd's List "Excellence in Supply Chain Management" Asia Pacific Award

With our commitment to continuous improvement in the shipping industry, we are delighted to announce that CargoSmart received the Lloyd's List 2019 "Excellence in Supply Chain Management" Asia Pacific Award. This Lloyd's List award recognises the company which has best served the shipping industry and generated benefits for stakeholders through cutting-edge technologies and innovative solutions that have converted market obstacles into wins. CargoSmart leverages deep shipping domain knowledge, big data analytics, and expertise in developing innovative visibility solutions with AI, IoT, and blockchain technologies to not only help the supply chain stakeholders to optimise business planning and operations, but also to navigate and accelerate digital transformation in the shipping industry.



Information Security



Security Certification in OOCL Data Centre

OOCL was successfully certified with the new ISO/IEC 27001:2013 standard that puts more emphasis on measuring and evaluating how well an organisation's Information Security Management System (ISMS) conforms to risk assessment requirements and meets the high corporate IT Security management, planning and control standards.

The ISO 27001 Information Security Certification is an internationally-recognised code of practice for the management and protection of information security. With the certification, it recognises that the data centre is professionally secured to world-class standards. The importance of information security is to ensure that timely and accurate information are available when delivering products and services while at the same time, preventing and minimising security incidents.

OOCL has been accredited with the ISO 27001 Certificate since 2005 and successfully upgraded to new edition of ISO/IEC 27001:2013 in 2014 by SGS, an international certification body.

The certification covers the primary production Data Centre and also extends to secondary Data Centres for "Research and Development" and "Disaster Recovery" services.

The ISO 27001 specifications contain a number of objectives and controls. These include: Information security policies, Organisation of information security, Human resource security, Asset management, Access control, Cryptography, Physical and environmental security, Operations security, Communications security, System acquisition, Development and maintenance, Supplier

relationships, Information security incident management, Information security aspects of business continuity management and Compliance.

As an industry leader in technology, OOCL strives to provide the most innovative international container transport and logistics services in the business. As part of its core business philosophy, OOCL excels in its services through continuous improvement and adoption of cutting-edge technology and information systems.

Cyber Security Awareness Training

Traditionally, antivirus and malware detection software would provide a boost to our computer security by helping our computers stay away from being "infected". But as the development of the Internet is becoming more sophisticated than ever, signature-based virus / malware detection tools alone are no longer sufficient today.

This is because the "Advanced Persistent Threat", a set of stealthy and continuous computer hacking processes often orchestrated by attackers targeting a specific entity by taking advantage of security loopholes, is growing. APT has been observed to target organisations and/or nations for business, financial and/or political motives. "Corporate Security Breaches", "Email Spoofing", "Spear Phishing" and "Social Media Fraud" are some of the common types of cyber attacks.

To boost our employee's knowledge and awareness of cyber security, new initiatives and programmes have been developed to ensure everyone takes part in protecting our assets and become more resilient against such threats. This includes an annual cyber security training and mandatory test for all employees, monthly knowledge and trend updates, and sophisticated monitoring and protective systems. This Worldwide Cyber Security Awareness Training programme demonstrates our commitment to IT security and best practices to protect Company and customer information.

A Cyber Security Awareness Refresher course was launched on 23rd September 2019 for global staff. The course is designed to help users at all levels to refresh their understanding and awareness of cyber security. We continuously emphasise on how employees identify phishing emails and how to avoid being a victim. We also explain how critical Office 365 MFA (Multifactor Authentication) protects our accounts and how OneDrive for Business secures our files.

We initiated a Big Data Security Analytic project to further enhance our protection systems. It is to reduce the danger of zero-day malware when APT happened and unknown attacks in our environment by providing early detection and near-real-time alerts.

Cyber Security – Enforcement of Anti-Spoofing Email Policy

In order to counter email spoofing, the Company has enforced several security measures including Sender Policy Framework (SPF), DomainKeys Identified Mail (DKIM), and Domain-based Message Authentication, Reporting & Conformance (DMARC). SPF and DKIM security measures have already been implemented in the Group's emails so that external parties can distinguish the sender of the emails. The new DMARC policy that helps external recipients to reject the phishing emails has also been enforced since 6th November 2019. These email security measures could ensure our company remains as a trusted email sender and help our customers to counter the phishing email messages.

Phishing Email Awareness Exercise

Cyber attacks can seriously affect businesses and it is vital that our colleagues learn how to prevent these attacks and deal with suspicious emails. OOCL launched awareness exercise focusing on phishing emails. Emails were sent out to our staff under the guise of a hacker designed to track how people fall victim to the phishing and help to assess our organisation's vulnerability to an actual attack.

Building Trusting Customer Relationships

Data Privacy and Intellectual Property Rights

We have attained the ISO 27001 Information Security Certification and evaluated our information security management system to protect our customer and business data privacy from cyber risks. We ensure our business activities comply with the General Data Protection Regulation (GDPR) and other applicable data protection law relevant in those jurisdictions when we process personal data of individuals. All personal data are strictly encrypted and only accessible by authorised personnel within the Company.

The Group's Code of Conduct ensures intellectual property rights are observed and protected. This policy assures that the Company's business and customer information are well protected and that there is no misappropriation of our intellectual property.

Commitment to Product and Service Responsibility

The Company is committed to honesty, integrity and fairness in everything it does. We support fair trade and operation practices; and ensure that our advertising, marketing and communications materials are appropriate, updated and in compliance with government regulations and industry best practices; and provide an appropriated and updated. Our guidepolicy on advertising is defined and formulated according to a framework to ensure that all advertising projects and related matters are in line with our fair trade and operation practice as well as in compliance with applicable government regulations and industry best practices.

We are also committed to adhering to the principles set out in our Safety, Security and Environment (SSE) Policy which outlines our operating principles that employees can follow to maintain high standards of health & safety in the work place in order to avoid any associated risks to the Company's business activities.

We strictly comply with the requirements of relevant laws and regulations related to the product and services we provide to our stakeholders. The Group is not aware of any material noncompliance with relevant laws and regulations on health & safety, advertising and privacy matters related to products and services provided during the reporting period. So there was no any redress action undertaken. Recall of products sold/shipped data, as well as its quality assurance process and recall procedures are not applicable to our industry as we do not manufacture or sell any physical products.



10

Social and Relationship Capital

We embrace Community Responsibility as one of our Core Values. These values are our underlying beliefs and the foundation of our corporate ethos, shared by every member of the Group. Our core values provide us with a yardstick by which we measure and make our judgments and decisions. Managing our social and relationship capital is a key to success in running our business. We aim to deliver our commitment on the key objectives to address the relevant Sustainable Development Goals:

4 QUALITY EDUCATION



Ensure inclusive and quality education for all and promote lifelong learning

Offer scholarships for Universities and employees' children, vocational training, internships, and other programmes to over 20,000 beneficiaries by 2030.

In Progress 43% Achieved

17 PARTNERSHIPS FOR THE GOALS



Strengthen the means of implementation and revitalize the global partnership for sustainable development

As such, we will continue to strengthen our collaboration with various stakeholders and industry organisations.

In Progress

We believe that our community contributes greatly to our Group's success. We have policies on community investment and community engagement as we try to understand the needs and interests of the communities where our Group operates and to adjust our activities accordingly. In addition to our environmental contribution, we also give back to the community in other three focus areas, namely Education of Youth, Community in-Need, and Promotion of Arts and Culture, which all link to our business strategy.

Education

We believe it is essential to contribute to the skills development and capacity building of young people.

Scholarships for Universities and Employees' Children

In line with the Company's long tradition of giving back to the communities where our employees live and work, two scholarship programmes were set up in 1995 to support university students in mainland China and our employees' children. The scholarship programmes aim at recognising the balanced development of young people who demonstrate outstanding academic achievements and active involvement in contributing to the community. In keeping with the Group's long tradition in education and giving back to the community, our scholarship programmes had committed to more than US\$447,000 in 2019 for students in mainland China and our employees' children.

Scholarship for Universities

The university scholarships have been established in four renowned universities. They are Fudan University, Shanghai Jiaotong University, Zhejiang University and Nanjing University. Since the establishment of the scholarship, more than 6,200 undergraduate and post-graduate students have been awarded with more than US\$5 million in funding. Each year, a selection panel will be set up in each university to short-list the potential candidates based on their academic results and performance, plus active participation in extra-curricular activities. With this programme, we hope to facilitate the well-rounded development of our youth.

Scholarship for Employees' Children

Established since 1995, the scholarship for employees' children had benefited over 800 students who are the children of our employees. The scholarship is open to all employees from all countries to recognise their children's outstanding achievements. A total of 61 scholarships were endorsed by the scholarship committee in 2019.



OOCL Academy

To further our Education for Youth objectives, an initiative called the “OOCL Academy” was launched in 2008 on a global scale. It aims to leverage the competencies of OOCL and align with the four Community Responsibility focuses of the Group. The Academy offers students unique opportunities to learn and practice in the areas of container transportation, logistics and information technology. These opportunities are offered to undergraduate and postgraduate students studying in these three areas and could take the form of internships, work placements, mentorships, sponsorships, and personal development programmes. The Academy also supports university research projects and places strong emphasis on the importance of collaboration.

Management Trainee Program

We also offer Management Trainee Programs to outstanding candidates with MBA qualifications from leading universities with proven working experience, as well as fast track development programmes for employees who have potential for a higher level of professional development.

Internship Program

Internship is one of the opportunities offered to undergraduate and postgraduate students of Maritime, Logistics and Information Technology from our OOCL Academy Program. Other than recruiting from universities, we also encourage employees’ children to apply for our internships. Through the internship programme, We offer various business development projects to enable summer interns to gain experience in their field of study and broaden their global perspectives.

OOCL Internships Around the World

Education of Youth is one of the few important community outreach initiatives of OOCL. We offer students unique opportunities to learn and practice in the areas of container transportation, logistics and related information technologies. These opportunities are offered to undergraduate and postgraduate Maritime, Logistics and Information Technology students in the form of internship, mentorship, sponsorship, or personal development programmes.

In 2019, OOCL regional offices around the globe opened their doors to offer internships to deserving students for the summer months. Participating offices in Bangladesh, Canada, China, Egypt, Finland, Malaysia, Netherlands, Poland, Singapore, Sweden, United States and Vietnam hosted a total of 494 interns and summer interns to offering them the opportunity to work with us and learn more about our industry.

Virtual Business Centre (VBC) School Program

Since 2010, OOCL have embraced and supported the VBC business model to maintain flexible options in our workforce. In cooperation with local colleges in Zhuhai, VBC has recruited more than 1,300 interns from 2010 to 2019 which helped support our recruitment objectives and maintain a stable human resources pipeline in the centre. In this Program, all interns would receive professional training on shipping and other business topics, as well as soft skills including communication skills, time management and career planning. The courses helped them to adapt to the workplace quickly and the VBC also provided a terminal visit for the interns to better pick up on the knowledge they need in the workplace. At the graduation ceremony, the interns would receive certificates and contract employment opportunities with OOCL.

VBC Supervisory Skills Training Program

From July to September 2019, Supervisory Skills Training Program was set up for VBC supervisors to enhance their management skills and boost the teams’ efficiency. 23 trainees attended the Program and received training on strengthening team members’ execution, result-oriented management, and flexible management skills. Through class training, action plan, case sharing and study, the trainees managed to put the management skills they have learnt into practice in class and at the workplace.



Graduate Training Scheme

We have always been recognised as a pioneer in information technology development for the liner and logistics industry and investing in a tremendous amount of resources on training young IT talents to further boost their professional development.

We continue to contribute to the local community through academic engagements. We have been certified as a Hong Kong Institution of Engineers (HKIE) Scheme “A” Company in 2009 and since then, we have been running HKIE Fresh Graduates Trainee programmes to provide young talents with a nourishing ground to become seasoned IT professionals through a structured training module.

Launch of “OOCL IT Academy”

In 2014, the “OOCL IT Academy” was established with the aim of strengthening and ultimately grooming our IT talent pool in a more structured way. The idea behind the OOCL IT Academy was to provide a 3-month intensive boot camp-style training for all our newly-hired IT graduates. The training would encompass technical know-how, process, and hands-on experience as well as knowledge sharing on OOCL culture. The training helps to motivate them to continue on their learning journey throughout their career at OOCL. With the academy set up and running, the plan is for all future IT graduates to complete the boot camp before they begin working at the Company.

OOCL IT Academy Boot Camp Graduation Ceremony

OOCL IT Academy (ITA) was set up to provide boot camp-style training to strengthen and groom our IT talent pool in a more structured way. To date, there have been eight successful ITA boot camps, with the last one conducted for three months since 3rd July 2019. The trainees received training on IT technology, business knowledge, agile practice and professional skills. At the end of the training, 82 trainees from the 2019 Summer class joined various project teams in different roles, such as developer, business analyst, data science, quality assurance or IT support positions.



Collaboration with Academics Institutions

OOCL Maritime Academy

OOCL collaborated with the Zhoushan Municipal Government to construct the Zhejiang International Maritime College (ZIMC) in China, the first of its kind in the country. Today, to be in line with our continual commitment to the education of young people, and to help provide training to our crew members, a renewed collaborative agreement was reached with the ZIMC that lead to the construction of a new training base on the college’s campus.

With the mission to promote maritime education and supporting the role that Chinese seafarers play in the world’s maritime transportation and logistics industry, OOCL Maritime Academy and the International Seaman Training Center was unveiled in Zhoushan, Zhejiang Province, China.

This training facility called the OOCL Maritime Academy (OMA) was constructed for international seafarers and is used to train crew members and recruit talented young cadets by providing them with opportunities to work onboard our vessels. This also includes training and exposure for the ZIMC teachers and faculty through workshops and seminars conducted by key members of our experienced fleet management team and other senior sea officers.

OOCL has established an own-operated training centre in collaboration with a maritime college. This partnership greatly helps promote the important role that China plays in the global maritime arena – with the aim to strengthen safety, security, and environmental protection practices as well as encouraging Chinese students to join the maritime and shipping industry.

Community-in-need

Being an integral part of the community, we are a caring company that actively considers the needs of the people in our society. Our main focus is on underprivileged children and other similar groups in the community. Through our commitment to children's right, we ensure that children's childhood, potential, and dignity will not be deprived under any circumstances. All our employees from every office around the world are encouraged to give something back to the communities in which they live through charitable activities such as fundraising and volunteering their time and efforts to helping others in need.

Charitable Support

In 2019, the Group donated about US\$216,000. In addition to financial donations, the Group also contributes in kind. We offer transportation and logistics support to send relief to the affected areas. Assistance in the form of free transportation is often given to a number of charitable projects including transporting medical diagnostic equipment and supplies to Ukraine in 2019 to care for those who live in remote mountain area.



OOCL Vital Link

OOCL Hong Kong formed an official volunteer team, called the OOCL Vital Link in December 2004 and currently there are 70 members in this team. Since its establishment, a total of 128 charitable events were organised. These include fund-raising, donation, environmental protection and servicing events. A Charity Credit Program was launched to show our appreciation for our colleagues' active participation in public service initiatives, community outreach and volunteerism.

Disaster Relief

In our guidepolicy of "Community Responsibility" for disaster relief, the Group may initiate joint relief efforts in conjunction with relevant regional offices of the Group. Employees may also raise funds for local charities on their own where the Group may consider providing further financial support. In-kind donations such as operational equipment and office equipment may be considered for designated charity organisations and schools to the benefit of the community. On certain disaster relief or general charity occasions, container transportation service might be provided by the Group.

OOCL Australia Contributes to the Relief Efforts of Bushfires

Due to the catastrophic bushfires started in September 2019, Australia had suffered predominantly along the Eastern Seaboard and Southern coastal regions. OOCL Australia has cooperated with charity organisations like St. Vincent De Pual and local companies to offer tangible relief efforts across a number of regions. We donated containers to deliver goods including clothing, food and stock feed to the fire-stricken regions and provided the communities with important ongoing storage and housing options.



The Bread Run

Co-organised by OOCL's Vital Link Committee and Feeding Hong Kong (FHK), the Bread Run aimed to reduce food waste and feed the hungry. Through this event, OOCL Hong Kong colleagues collected surplus fresh bread and sandwiches from bakery stores at night. Each Bread Runner visited a number of stores at closing time to pick up the surplus products and then delivered them to designated FHK drop-off points. Around 2,520 surplus food items were collected and redistributed amongst the FHK charity network.



Donating to the Philanthropic Community Pharmacy

70 OOCL Hong Kong colleagues participated in one of the largest running events, The Standard Chartered Marathon 2019. Co-organised by Health Square, Hiking Club and Vital Link committees, this event promoted healthy lifestyle among colleagues whilst giving back to the community. The money raised by OOCL was donated to the Philanthropic Community Pharmacy as part of our mission to contribute to the betterment of our community and encourage corporate citizenship through public service initiatives, community outreach and volunteerism.



Hong Kong Colleagues Clean Home for the Elderly

On 26th January 2019, 16 OOCL Hong Kong colleagues participated in a 'Home Cleaning for Elderly Event' co-organised by the Vital Link Committee and Mongkok Kai Fong Association Chan Hing Social Services Centre. This outreach not only helped the elderly clean their homes, but also promoted prevention and control of health issues in the community. It is a Chinese tradition that every family would thoroughly clean their home with intention of sweeping away any ill-fortune and making way for good luck in the new year.



The Veggie Run

On 6th and 12th July 2019, 30 OOCL Hong Kong colleagues and their guests participated in the Veggie Run. Co-organised with People Service Centre – Food Friend Action and OOCL Vital Link, this event aimed to promote the reduction of food waste and establish channels for distributing the unsold vegetables to the community in need, ensuring that the food are distributed properly and not sent to the landfill as waste.



Bring Warmth and Care to the Deafblind

On 7th September 2019, our Hong Kong colleagues and their families participated in a Vital Link service event co-organised with The Hong Kong Society for the Blind (HKSBB). In the event comprising of Tactile Sign Language learning session and mosquito repellent bar workshop, our volunteers extended much warmth to the deafblind members and shared fun moments together.



50th Anniversary Free Family Fun Day

On 10th November 2019, OOCL held a 50th Anniversary Free Family Fun Day event at the Hong Kong Maritime Museum (HKMM) to celebrate the company's fifty years anniversary with the community and just before the kickoff of the Maritime Week in the city. Specially arranged exhibits, videos, souvenirs and family activities were organised to share with visitors who came to learn more about OOCL and the city's colourful maritime history.



Hong Kong Colleagues Send Love by Knitting Scarves

Over the years, the OOCL “Scarf Project”, supported by many endeavoring effort of our colleagues, brought warmth and love to many elderly people. Upholding the spirit of contributing back to the community and spreading love, a total of 68 voluntary knitters combined their efforts to knit 157 scarves in 2019. Other colleagues also showed their support by sponsoring the cost of a knitting kit. The scarves with gift packs were sent to two elderly centres, namely the Wan Chai Methodist Centre for the Seniors and Mongkok Kai Fong Association Limited Chan Hing Social Service Centre where they were distributed during the visit to the elderly friends there.



Supporting Partner for Pass-it-On Campaign of HKRC

It is the sixth year that OOCL Logistics proudly continued its support to the Hong Kong Red Cross (HKRC) annual fundraising “Pass-it-On Campaign”. As a supporting partner, OOCL Logistics provided supply chain solutions to the HKRC. With the theme of “Love & Found”, the two-and-a-half-month campaign shares the spirit of love and care. The public can support with donations, purchasing the two iconic items - Reddie Bear “Love to Share” Bottle and Reddie Bear “Bake with Love” Cutlery Set.



Guangzhou Colleagues Share Warm and Love to People In-need

On 7th and 8th September 2019, 25 Guangzhou colleagues paid a visit to an elderly home and brought handmade cookies and lanterns made by our volunteers as Mid-Autumn Festival gifts for them. They were all very touched by the visit and appreciated the thoughtful gifts.



Bringing Warmth and Love to Students with Hearing Difficulties

Our colleagues in Fuzhou paid a visit to the Min Hou County New Hope Rehabilitation School, a special school which helps hearing-impaired cope with their disability. After presenting the gifts and donations to the school principal, the teachers gave us a musical performance. Despite the students' hearing difficulties, they could still hear and enjoy the melodious sounds.



Summer Camp for Underprivileged Students

On 31st July 2019, Shanghai colleagues spent a day with more than 40 students and teachers from Sichuan for a Jun Ai Sichuan Youth Summer Camp organised by Jun Ai Charity. The camp aimed to give children from underprivileged families a chance to broaden their horizons and strengthen the belief that acquiring more knowledge can change their fate. As such, a number of performances, videos and presentations about the shipping industry were shared with them.



Shanghai Colleagues Celebrate National Day of China with the Elderly

On 26th September 2019, OOCL Logistics Shanghai volunteer service team and volunteers from Pujing Middle School gathered with elderly from the community to celebrate the 70th anniversary of the founding of the People's Republic of China. With good teamwork and cooperation, volunteers and the elderly managed to make a number of creative and patriotic paintings, showing the gratitude to the country.



Vietnam Colleagues Build Team Spirit at Mini-Marathon Challenge

In March 2019, OOCL Logistics Vietnam Colleagues took part in a seven kilometres mini-marathon in Ho Chi Minh city. In addition to the marathon, 23 colleagues from Hai Phong also gathered for a bowling day. The marathon challenge and bowling event were effective health promotion activities supporting good sportsmanship, cooperation and a sense of solidarity with the community.



Surplus Food and Stationery for Needy Children in Tokyo

In June and July 2019, more than 35 Japan Colleagues donated surplus food, stationery and toys to the Shinagawa Kodomo Shokudo Network (Meal service for Children in Shinagawa). It was an initiative led by the Meal service for Children in Shinagawa, an NGO aiming to collect surplus food from various entities and then redistribute them to the children in need.



OOCL's Donation Makes Transformational Difference to Students in Bangladesh

As one of the winners in the OOCL Green Week 2018, OOCL Bangladesh utilised the fund awarded to take further steps in contributing back to the community. Our colleagues paid a visit to the underprivileged students at Ten Taka School in January 2019, and purchased some equipment, including desks, fans, water purifiers, and other stationery items. We are very pleased to see the impact that our donations can make to communities in need and in the education for youth.



Visiting Children with Special Needs in Pakistan

In July 2019, our Pakistan colleagues visited the children at Special Olympics Pakistan (SOP), an NGO providing perennial training and annual competitions of various Olympic-type sports for kids and adults with special needs. This year, our colleagues had the chance to distribute the medals to the Olympic game winners. Our volunteers were touched by the joy of accomplishment on the children's faces and were glad that SOP manages to conserve their happiness while nurturing their gifted abilities.



Belgium Colleagues Run for Cancer Research

On 24th March 2019, the son of one of our Belgium colleagues participated in a 100 kilometres charity run in Boom to raise funds for *Fighting Against Cancer*. Colleagues, families and friends gathered together to support the community and those affected by cancer. Proudly embodying our Company's core values of community outreach and responsibility, OOCL raised over EUR 23,474 for this meaningful cause.



Spaghetti For Life Fundraising Lunch

Our Belgium colleagues organised their first fund raiser “Spaghetti For Life” to support Casa Di Mauro, a cattle ranch providing support and accommodation for patients with Down syndrome. With the support of the management team, 45 colleagues participated in the event by preparing the spaghetti and raised over EUR 900 for the meal.



Supporting the Felixstowe Seafarers Centre in the United Kingdom

Considering the increasing number of OOCL vessels calling at Felixstowe, OOCL is very pleased to donate GBP 3,000 to The Felixstowe & Haven Port Seafarer Services (FHPSS), a charity providing respite for seafarers, in 2019. This aligns with the OOCL Core Values of People, People, People and Community Responsibility.



Mud Run for Charitable Donations

On 15th September 2019, eight Levington colleagues took part in the six kilometres Splat Quack Go Mud Run. The participants had to run in muddy swamps and streams, climb up obstacles and slide down the super splat water slide. The Run raised funds for Over the Rainbow Children's Charity to purchase specialist equipment for seriously ill children.



Supporting Children in Single Parent Families

Our Belgium colleagues supported the initiative led by the Mothers for Mothers, an association supporting single mothers with financial difficulties to raise their children. The volunteers made monetary donations and donated school supplies including briefcases, backpacks and stationery for the needy students. We are very pleased to see the impact that our donations can make to communities in need and in the education for children.

Canadian Colleagues Run for Breast Cancer Research

On 6th October 2019, OOCL and OOCL Logistics Vancouver colleagues participated in the *CIBC Run for the Cure* for the fifth year in a row. Colleagues, families and friends gathered together to support the community and those affected by breast cancer. Proudly embodying our Company's core values of community outreach and responsibility, OOCL raised over CAD 880 for this meaningful cause.



Preparing Hot Meals and Care Kits for Those in Need

From 4th to 8th November 2019, colleagues from the Salt Lake City office participated in two charity projects during "Giving Week". The volunteers showed love by making monetary donations and preparing Turkey Boxes with Thanksgiving meals and Holiday Care Kits with daily necessities for lower-income families and homeless people.



L'Amazone 2019

On 2nd June 2019, dressed in pink and ready for action, our colleagues from France tackled the six kilometres race-walk in the L'Amazone 2019 women race-walk in Le Havre for the fifth consecutive year. This annual event also celebrated the FIFA women's football World Cup, where Le Havre hosted seven matches of the competition. 11,000 participants were registered so that EUR 68,000 were collected and donated in support in the fight against breast cancer.



Promotion of Arts and Culture

We believe that exposure to different cultures can enrich people's lives. By supporting and sponsoring the performing arts, we aim to stimulate the public's interest and appreciation of the cultural treasures from around the world.

Sponsorship for Musical and Shows

As part of the Group's support to the community, we have been bringing a variety of world class performing arts around the region to enrich the cultural exposure to the people. In 2019, we brought an award-winning musical, "War Horse", to Hong Kong as part of our commitment to supporting the arts, culture and entertainment in the community.



Others

Hong Kong Voluntary Observing Ships Scheme

Under the Voluntary Observing Ships Scheme by the Hong Kong Observatory (HKO), our ship officers would make regular weather observations and report the conditions to the HKO for analysis. These observations can provide vital information about the weather conditions at sea and are particularly important for the timely preparation of warnings of hazardous weather to highly populated areas.

There are 50 OOCL vessels participating in this voluntary scheme.

Awards and Recognition

OOCL Honoured with the 15 Years Plus Caring Company Logo

We have been recognised by the Hong Kong Council of Social Services (HKCSS) for our years of contributions to caring for our community. We were awarded with the “15 Years Plus Caring Company” status by the HKCSS and it is given to companies that have demonstrated a caring spirit with the aim to cultivating good corporate citizenship and strategic partnership among the business, public and social service sectors.



OOCL Receives Social Capital Builder Logo Award

OOCL received the Social Capital Builder Award which recognised and commended individuals and organisations that have contributed to the development of social capital in the community. Social capital refers to the network of relationships among people who live and work in a particular society and enabling that society to function effectively. OOCL demonstrated six core social capital dimensions to the judging panel and they include: social networks, mutual help and reciprocity, social cohesion and inclusion, information and communication, social participation, as well as trust and solidarity.

OOCL Receives Recognition from the Hong Kong Observatory (HKO)

In 2019, 50 OOCL vessels participated in the Hong Kong Voluntary Observing Ship (HKVOS) programme by the Hong Kong Observatory (HKO) to gather and provide marine climatology data needed to help identify prevailing weather conditions for preparing forecasts and warnings to the maritime community.

To recognise our outstanding efforts to help improve maritime safety, the HKO presented the "Diamond Award" to vessel OOCL France, two "Platinum Award" to vessels OOCL Luxembourg and OOCL Berlin, and also a "Gold Award" to vessel OOCL Tokyo on 27th June 2019. Besides, two vessels, OOCL Savannah and OOCL Nagoya, had been presented the certificates of appreciation for their assistance in deploying two drifting buoys in the western Pacific Ocean and the South China Sea respectively to take measurements of atmospheric pressure and temperature over the sea surface during the typhoon season.



11

Sustainable Development Goals

To continue with our commitment in meeting and exceeding international standards on all our Sustainable Development Goals and objectives, we have introduced new targets to help us better benchmark and manage our performance.



As ethical business behaviour and corporate sustainability are becoming increasingly more important, many companies are taking a closer look at themselves to openly communicate and measure their business values and impact on the environment and communities in which they operate.

As a socially responsible company, we are committed to maintaining safe and secure business operations for a sustainable future. To continue with our commitment in meeting and exceeding international standards on all our sustainability goals and objectives, we have introduced new targets to help us better benchmark our performance.

The United Nations (UN) has adopted a set of bold new Global Goals that charts sustainable development for the people and planet by 2030 as a universal, integrated and transformative vision to make our world more prosperous, inclusive, sustainable and resilient.

The OOIL Group supports the Sustainable Development Goals (SDGs) set out by the UN and we are committed to taking action and formulating the relevant SDGs to contribute to tackling global environmental and social challenges we face across industries while building on our ESG profile and recognition as an industry leader on sustainability initiatives.

Mapping of the United Nations Sustainable Development Goals (UNSDGs) against Stakeholders' Expectations

Following our latest stakeholder engagement and materiality assessment, four UNSDGs have been selected as most important to our stakeholders, namely Decent Work and Economic Growth, Climate Action, Life Below Water and Partnerships for the Goals. The results provided good insights and serves as a strong foundation for us to formulate our long-term sustainability targets and objectives. In addition to our existing sustainable development goals, we developed targets for the two new SDGs: Goal 8 and Goal 17. Moving forward, we will continue to grow our business responsibly with the help of these directions in our sustainability efforts and join hands with every stakeholder to contribute to sustainable development.

2020 Objectives and Targets

The Environment

Make every effort to minimise the impact of our business activities on the environment.

- Align with the IMO strategy on the reduction of GHG emissions, reduce the total annual GHG emissions by at least 50% by 2050 compared to 2008.
- Target to avoid and reduce 3% of environmental impact ^[1] and resource use ^[2] compared to last year.
- Deploy the new vendor ESG assessment platform.
- Target to reduce 30% of CO₂ emission from the 2010 level by 2020.
- No breach of any environmental rules and regulations.
- Increase environmental programme participations compared to last year.

Enhance our Sustainability Assurance and Reporting.

- Employ independent checker to assure our sustainability data integrity.

[1] "Environmental impact" includes greenhouse gas emissions, and generation of hazardous and non-hazardous wastes.

[2] "Resource use" includes energy and fresh water consumptions.

Our People

Maintain an open environment in the workplace for better staff communication and corporate culture.

- All staff members are given access to various internal communication channels based on their job nature and requirements. This access allows our employees to submit feedback, contribute ideas and share knowledge across our global offices for effective collaboration and teamwork.

Healthy & Safety

Maintain high health & safety standards.

- Zero occurrence of major maritime accident.
- Participate in at least two safety programmes.
- No severe or fatal crew injury cases.

Proactively promote an Onboard Safety Culture.

- Ensure our existing training materials and procedures are up-to-date.
- Regularly review and deliver updates of any international safety standards and regulations to every crew member.

Security

Ensure that every measure is in place to maintain the best commercial and operational security standards possible at all times.

- Maintain our compliance with C-TPAT, AEO and related security programmes at all times.
- Constantly and meticulously follow any updates regarding security issues.

The Community

Reinforce commitment to local communities through employee volunteering activities.

- Maintain an average of two hours volunteering service per full time employee count.

12

Targets Review

We established programmes or action plans to monitor and ensure our sustainability targets are met. Objectives and Targets aim for continual improvement in sustainability agenda or for minimising the relevant impact. Targets are therefore quantified wherever possible to measure our achievements.

Environmental Programme Participations	✓
GHG Scope 1 & 2 Reporting Integrity	✓
GHG Scope 3 Reporting	✓
Environmental Impact Reduction	O
Long Term CO ₂ Emission Reduction	O
Resource Use Reduction	✓
Review Safety Regulation	✓
No Severe or Fatal Crew Injury Cases	✓
Maintain High Health & Safety Standards	✓
Safety Programmes	✓
Review Safety Training	✓
Zero Major Maritime Accidents	✓
Security Issues Updates	✓
C-TPAT & AEO Compliance	✓
Staff Communication	✓
Employee Volunteering	O

Legend

- ✓ Achieved
- O In Progress

Appendix I: Performance Data Summary

We gather a wide variety of measurable data to help monitor and evaluate our sustainability performance and identify any critical areas for improvement. Consistent methodologies had been adopted to allow for meaningful comparisons of our sustainability data over time.ⁱ

GRI Reference	Performance Indicators	Unit	Scale	2018	2019
GRI 301-1	Materials Consumption				
	Paper ⁱⁱ	Metric Tons	Actual	103.3	96.4
	Cardboard Box	Metric Tons	Actual	132.6	97.0
	Printer Cartridge	#	Actual	4,217	5,308
	Battery	#	Actual	14,282	34,859
	Marine Lubricant (NEW)	Litre	Thousand	-	9,813.7
	Marine Paint (NEW)	Litre	Thousand	-	403.9
	Refilled Refrigerant ~ R134a	kg	Actual	10,302.0	9,322.9
	Refilled Refrigerant ~ R404a	kg	Actual	29,620.7	24,856.5
	Refilled Refrigerant ~ R407c	kg	Actual	2,338.1	4,732.0
	Refilled Refrigerant ~ R410a (NEW)	kg	Actual	-	20.9
GRI 301-2	Recycling				
	Paper	Metric Tons	Actual	53.4	55.6
	Oil Sludge	Metric Tons	Actual	25,808	27,947
	Plastic	kg	Actual	8,032	4,132
	Printer Cartridge	#	Actual	3,059	953
	Battery	#	Actual	2,435	1,808
GRI 302-1, 302-2	Energy Consumption				
	Electricity ⁱⁱⁱ	MWh	Actual	28,091.51	28,438.80
	Renewable Energy ~ Solar Energy ^{iv}	kWh	Actual	229,316	214,558
	Natural Gas	Thermal	Actual	56,418	17,601
	Marine Fuels	Metric Tons	Thousand	1,782.18	1,752.08
	Diesel (NEW)	Litre	Thousand	497.48	621.58
	Gasoline (NEW)	Litre	Thousand	-	109.75
	Liquefied Petroleum Gas (LPG) (NEW)	kg	Actual	8,337.09	7,694.00
	Ethyne	kg	Actual	2,049	1,578

GRI Reference	Performance Indicators	Unit	Scale	2018	2019
GRI 302-3	Energy Intensity				
	Electricity Intensity	kWh/TEU ^v	Actual	12.46	4.09
	Natural Gas Intensity	Thermal/TEU	Thousandth	8.42	2.53
	Marine Fuels Intensity	Metric Tons/TEU	Actual	0.27	0.25
GRI 303-1, 306-1	Water Consumption, Reuse and Discharge				
	Fresh Water	Metric Tons	Thousand	137.88	149.97
	Water Intensity	Metric Tons/TEU	Actual	0.021	0.022
	Seawater Desalination	Metric Tons	Thousand	188.23	183.35
	Seawater for Ballast Exchange	Metric Tons	Thousand	3,030.78	2,479.53
	Water Discharge ^{vi}	Metric Tons	Thousand	137.88	149.97
GRI 305-1, 305-2, 305-3	Greenhouse Gas Emissions ^{vii}				
	Carbon Dioxide (CO ₂) – Direct	Metric Tons	Thousand	5,567.35	5,476.10
	Carbon Dioxide (CO ₂) – Indirect ^{viii}	Metric Tons	Thousand	16.29	18.38
	Greenhouse Gases (GHG) - Business Travel by Air	MtCO ₂ e ^{ix}	Thousand	2.394	2.586
	Greenhouse Gases (GHG) - Business Travel (Accommodation)	MtCO ₂ e	Thousand	1.182	1.301
	Methane (CH ₄) - Direct	MtCO ₂ e	Thousand	3.00	2.97
	Nitrous Oxide (N ₂ O) - Direct	MtCO ₂ e	Thousand	75.22	79.6
	Greenhouse Gases (GHG) - Total ^x	MtCO ₂ e	Thousand	5,665.44	5,580.94
GRI 305-4	Greenhouse Gas Emissions Intensity				
	Greenhouse Gases (GHG) Intensity	MtCO ₂ e/TEU	Actual	0.85	0.80
	Carbon Dioxide (CO ₂) Intensity - Vessels	g/TEU-km	Actual	42.70	41.30
GRI 305-5	Reduction of Greenhouse Gas Emissions				
	Export Solar Energy to Local Electricity Grid	kWh	Actual	78,035	73,571
GRI 305-7	Other Air Emissions				
	Sulphur Oxides (SO _x)	Metric Tons	Thousand	93.74	74.29
	Nitrogen Oxides (NO _x)	Metric Tons	Thousand	164.94	161.81
	Particulate Matter (PM)	Metric Tons	Thousand	12.55	12.16
	Non-Methane Volatile Organic Compounds (NMVOCs)	Metric Tons	Thousand	5.49	5.40
	Carbon Monoxide (CO)	Metric Tons	Thousand	4.94	4.85

GRI Reference	Performance Indicators	Unit	Scale	2018	2019
GRI 306-2	Wastes				
	General Wastes - Disposal	Metre Cubes	Actual	19,210	18,137
	General Wastes - Incineration	Metre Cubes	Actual	932	1,084
	Hazardous Wastes ^{xi}	Litre	Actual	56.42	1.11
	General Wastes Intensity	Metre Cubes/TEU	Thousandth	2.87	2.76
	Hazardous Wastes Intensity	Litre/TEU	Millionth	8.42	0.16
GRI 306-3	Spills				
	No. of Spills	#	Actual	0	0
	Toxic Waste Spilled	Metric Tons	Actual	0	0
GRI 307-1	Environmental Incidents				
	Cases of Environmental Incidents	#	Actual	0	0
	- Cost of Fines, Penalties or Settlements	#	Actual	0	0
GRI 102-8	Workforce by Area				
	Mainland China	%	Actual	48.9	47.8
	Hong Kong, China	%	Actual	13.3	13.6
	Others	%	Actual	37.8	38.6
GRI 102-8	Employment Type				
	Regular	%	Actual	93.13	93.06
	Contract & Temporary	%	Actual	6.87	6.94
GRI 102-8, 403-2	Health & Safety				
	No. of Employee - Shore Staff	FTE ^{xii}	Actual	8,213	8,527
	No. of Employee - Sea Staff	FTE	Actual	2,108	2,150
	No. of Employee - Consolidated Group Total	FTE	Actual	10,321	10,677
	No. of Fatalities - Shore Staff	#	Actual	0	0
	No. of Fatalities - Sea Staff	#	Actual	0	0
	No. of Fatalities - Consolidated Group Total	#	Actual	0	0
	No. of Cases with the Actual Lost-time Injury ^{xiii} - Shore Staff	#	Actual	14	13
	Lost-time Injury Rate ^{xiv} - Shore Staff	#	Actual	0.170	0.152
	No. of Cases with the Actual Lost-time Injury - Sea Staff	#	Actual	6	9
	Lost-time Injury Rate - Sea Staff	#	Actual	0.285	0.419

GRI Reference	Performance Indicators	Unit	Scale	2018	2019
GRI 401-1	Employee Turnover (Voluntary)				
	Shore Staff	%	Actual	12.4	12.0
	Sea Staff	%	Actual	14.4	15.2
	Consolidated Group Total	%	Actual	15.3	12.6
	By Area				
	Mainland China	%	Actual	14.7	14.2
	Hong Kong, China	%	Actual	13.8	12.1
	Others	%	Actual	8.9	9.1
	By Gender				
	Women	%	Actual	13.5	13.3
	Men	%	Actual	11.3	10.6
	By Age Group				
	Under 30 Years Old	%	Actual	22.2	23.7
	30-39 Years Old	%	Actual	9.5	7.4
	40-49 Years Old	%	Actual	5.6	4.4
	50 Years Old and Above	%	Actual	2.6	2.4
GRI 102-41	Labour / Management Relation				
	Collective Bargaining Agreements (CBA) ^{xv}	%	Actual	100	100
GRI 404-1	Trainings				
	Employees Trained by Employee Category				
	Executive	%	Actual	94	94
	Managerial	%	Actual	98	96
	General Staff	%	Actual	91	94
	Employee Trained by Gender				
	Male	%	Actual	92	94
	Female	%	Actual	91	94
	Average Training Hours by Employee Category				
	Executive	#	Hour	5.37	6.38
	Managerial	#	Hour	8.78	6.44
	General Staff	#	Hour	7.29	8.00

GRI Reference	Performance Indicators	Unit	Scale	2018	2019
	Average Training Hours by Gender				
	Male	#	Hour	7.43	7.67
	Female	#	Hour	7.25	8.14
GRI 404-2	Trainings				
	Online Courses or Exams at ePeopleSmart Enrolled	#	Actual	30,612	32,787
	Competition Compliance Training (<i>participation rate</i>)	%	Actual	88.59	-
	Cyber Security Awareness Training (<i>participation rate</i>)	%	Actual	91.00	89.57
	IMDG Code Refresher Training (<i>participation rate</i>) ^{xvi}	%	Actual	-	92.61
	Global SSE Awareness Refresher Course (<i>participation rate</i>) ^{xvii}	%	Actual	92.04	-
	Sexual & Workplace Harassment Training (<i>participation rate</i>) ^{xviii}	%	Actual	100.00	100.00
GRI 405-1	Breakdown of Workforce (Onshore)				
	By Gender				
	Women in Workforce	%	Actual	54.37	54.14
	Men in Workforce	%	Actual	45.63	45.86
	By Age Group				
	Under 30 Years Old	%	Actual	38.63	38.13
	30-39 Years Old	%	Actual	32.77	32.54
	40-49 Years Old	%	Actual	17.23	17.82
	50 Years Old and Above	%	Actual	11.37	11.51
GRI 405-1	Nationality Mix of Seafarers				
	Mainland China	%	Actual	71.2	65.0
	Hong Kong, China	%	Actual	3.4	4.4
	Europe	%	Actual	0.6	4.5
	Malaysia	%	Actual	4.4	5.0
	Philippines	%	Actual	17.4	19.7
	Singapore	%	Actual	2.6	0.5
	Others	%	Actual	0.4	0.9

GRI Reference	Performance Indicators	Unit	Scale	2018	2019
GRI 406-1	Human & Labour Rights				
	Incidents of Discrimination & Labour Right Issues ^{xxi}	#	Actual	0	0
	- Actions Taken in Response to Incidents	#	Actual	0	0
	Incidents of Human Rights Violations ^{xx}	#	Actual	0	0
	- Actions Taken in Response to Incidents	#	Actual	0	0
GRI 205-3	Corruption				
	Anti-bribery & Anti-corruption Training (<i>participation rate</i>) ^{xxi, xxii}	%	Actual	33.3	90.2
	Communication of Anti-corruption Policy to Employees ^{xxiii}	%	Actual	100	100
	Incidents of Corruption	#	Actual	0	0
	- Actions Taken in Response to Incidents	#	Actual	0	0
	- Cost of Fines, Penalties or Settlements	#	Actual	0	0
GRI 415-1	Public Policy				
	Political Contributions Made	US\$	Actual	0	0
GRI 201-1	Economic Performance				
	Revenue	US\$	Thousand	6,572,655	6,878,740
	Liner Volume	TEU	Million	6.69	6.95
-	Management Systems				
	Percentage of Owned Vessels with SQE Certification ^{xxiv}	%	Actual	100	100

Notes:

- The companies under the Group are omitted from the Sustainability Report either due to a low percentage of ownership or insignificant size of the companies.
- Apart from A3 & A4 paper, legal and letter paper are newly included in 2019.
- Our electricity consumption covers business activities from global offices, warehouses and depots, where applicable.
- Solar energy was harnessed in the Company's solar panel installation project in the United Kingdom.
- TEU stands for Twenty-Foot Equivalent Unit.
- Water discharge is assumed to be equivalent to the consumed potable water. All effluent from offices are discharged into the public sewer. Wastewater generated onboard vessels are either treated and discharged to the open sea or being collected by facilities that are authorised by the port authority. All wastewater discharge methods comply with IMO, the local wastewater discharge laws, and adhere to World Health Organisation (WHO) standards.
- All GHG Scopes 1 & 2 emissions data are collected, consolidated, and verified on our OOCL Sustainability Data Collection e-Platform. The data covers all the electricity and fuel consumption from our vessels, global offices, and warehouses. The data are processed with appropriate carbon emission factors as well as related Global Warming Potential (GWP) values obtained from The Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (AR5). The applicable GWP values are: 1 for CO₂, 28 for CH₄, and 265 for N₂O respectively.

- viii. Our indirect GHG emission is associated with the electricity consumption from business activities of our global offices, warehouses and depots.
- ix. Metric ton of carbon dioxide equivalent denoted as “MtCO_{2e}”.
- x. Emissions of hydrofluorocarbons (HFCs), sulphur hexafluoride (SF₆), perfluorocarbons (PFCs) and nitrogen trifluoride (NF₃) are considered negligible and are not quantified.
- xi. The generation of hazardous wastes comes from our vessel fleet.
- xii. Headcount is in terms of Full Time Equivalent (FTE).
- xiii. Lost-time Injury means the result in the lost time of a minimum of one day.
- xiv. Lost-time Injury Rate represents the number of Lost-time Injuries per 100 employees per year.
- xv. Percentage of crews covered by Collective Bargaining Agreements (CBA).
- xvi. The IMDG Code Refresher Training is conducted biennially.
- xvii. The Global SSE Awareness Refresher Course is conducted biennially.
- xviii. It is only applicable to North America Liner staff.
- xix. Labour issues covers child labour, forced labour, working hours, wage, etc.
- xx. Human rights represents workforce diversity, equal opportunities, discrimination, etc.
- xxi. Independent Commission Against Corruption (ICAC) was invited to provide seminar for Hong Kong staff to understand the legal requirements and company policy in preventing corruption; and acquire enhanced knowledge / skills to handle ethical dilemmas at the workplace; and arouse their awareness on the vulnerability and corruption risk at work.
- xxii. A mandatory Anti-bribery and Anti-corruption Training was launched globally for our directors and staff in 2019.
- xxiii. The updated Code of Conduct with anti-bribery policy is available in an accessible format at our intranet HQ Portal for employees.
- xxiv. The general management principles embodied by the ISM Code, ISO 9001, ISO 14001 and OHSAS 18001 have been incorporated in SQE certification requirement.

Appendix II : GRI Standards Content Index

GRI Reference	Description	References and Remarks
GRI 101: Foundation 2016		
GRI 102 General Disclosures 2016		
Organizational Profile		
GRI 102-1	Name of the organization	Our Reporting Approach
GRI 102-2	Activities, brands, products, and services	Our Business
GRI 102-3	Location of headquarters	Our Business
GRI 102-4	Location of operations	Our Business
GRI 102-5	Ownership and legal form	Our Business
GRI 102-6	Markets served	Our Business
GRI 102-7	Scale of the organization	Our Business
GRI 102-8	Information on employees and other workers	Performance Data Summary
GRI 102-9	Supply chain	Value Chain
GRI 102-10	Significant changes to the organization and its supply chain	<i>No significant change</i>
GRI 102-11	Precautionary Principle or approach	Our Reporting Approach
GRI 102-12	External initiatives	Our Reporting Approach; Natural Capital
GRI 102-13	Membership of associations	Approach to Sustainability; Natural Capital
Strategy		
GRI 102-14	Statement from senior decision-maker	Chairman Message
Ethics and Integrity		
GRI 102-16	Values, principles, standards, and norms of behavior	Our Business; Our Reporting Approach
Governance		
GRI 102-18	Governance structure	Our Reporting Approach
Stakeholder Engagement		
GRI 102-40	List of stakeholder groups	Stakeholder Engagement
GRI 102-41	Collective bargaining agreements	Performance Data Summary
GRI 102-42	Identifying and selecting stakeholders	Stakeholder Engagement
GRI 102-43	Approach to stakeholder engagement	Stakeholder Engagement
GRI 102-44	Key topics and concerns raised	Stakeholder Engagement
Reporting Practice		
GRI 102-45	Entities included in the consolidated financial statements	<i>Refer to Annual Report 2019 - Principal Subsidiaries, Associated Companies and Joint Ventures</i>

GRI Reference	Description	References and Remarks
GRI 102-46	Defining report content and topic Boundaries	Our Reporting Approach; Stakeholder Engagement
GRI 102-47	List of material topics	Stakeholder Engagement
GRI 102-48	Restatements of information	<i>Not applicable</i>
GRI 102-49	Changes in reporting	Our Reporting Approach
GRI 102-50	Reporting period	Our Reporting Approach
GRI 102-51	Date of most recent report	Our Reporting Approach
GRI 102-52	Reporting cycle	Our Reporting Approach
GRI 102-53	Contact point for questions regarding the report	Contents
GRI 102-54	Claims of reporting in accordance with the GRI Standards	<i>With reference to the GRI Standards</i>
GRI 102-55	GRI content index	GRI Standards Content Index
GRI 102-56	External assurance	<i>Not applicable</i>
Management Approach		
GRI 103-1	Explanation of the material topic and its Boundary	Stakeholder Engagement
GRI 103-2	The management approach and its components	<i>Refer to each chapter page for details</i>
GRI 103-3	Evaluation of the management approach	<i>Refer to each chapter page for details</i>
Economic Topics		
GRI 201: Economic Performance		
GRI 201-1	Direct economic value generated and distributed	Our Business; Performance Data Summary; <i>Refer to Annual Report 2019 for details</i>
GRI 205: Anti-corruption		
GRI 205-3	Confirmed incidents of corruption and actions taken	Approach to Sustainability; Performance Data Summary
Environmental Topics		
GRI 301: Materials		
GRI 301-1	Materials used by weight or volume	Performance Data Summary
GRI 301-2	Recycled input materials used	Performance Data Summary
GRI 302: Energy		
GRI 302-3	Energy intensity	Performance Data Summary
GRI 303: Water		
GRI 303-1	Interactions with water as a shared resource	Performance Data Summary
GRI 305: Emissions		
GRI 305-1	Direct (Scope 1) GHG emissions	Performance Data Summary
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Performance Data Summary
GRI 305-3	Other indirect (Scope 3) GHG emissions	Performance Data Summary
GRI 305-4	GHG emissions intensity	Performance Data Summary

GRI Reference	Description	References and Remarks
GRI 305-5	Reduction of GHG emissions	Performance Data Summary
GRI 305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Performance Data Summary
GRI 306: Effluents and Waste		
GRI 306-1	Water discharge by quality and destination	Performance Data Summary
GRI 306-2	Waste by type and disposal method	Performance Data Summary
GRI 306-3	Significant spills	Performance Data Summary
GRI 307: Environmental Compliance		
GRI 307-1	Non-compliance with environmental laws and regulations	Performance Data Summary
Social Topics		
GRI 401: Employment		
GRI 401-1	New employee hires and employee turnover	Performance Data Summary
GRI 403: Occupational Health and Safety		
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Approach to Sustainability; Human Capital; Performance Data Summary
GRI 404: Training and Education		
GRI 404-1	Average hours of training per year per employee	Performance Data Summary
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Human Capital; Performance Data Summary
GRI 405: Diversity and Equal Opportunity		
GRI 405-1	Diversity of governance bodies and employees	Performance Data Summary
GRI 406: Non-discrimination		
GRI 406-1	Incidents of discrimination and corrective actions taken	Human Capital; Performance Data Summary
GRI 415: Public Policy		
GRI 415-1	Political contributions	Performance Data Summary

Appendix III: HKEx ESG Reporting Guide Index

Appendix 27 Compliance List

Section / Statement

Aspect A1: Emissions		
General disclosure	Disclosure statement	Approach to Sustainability (p.7); Natural Capital (p.20)
KPI A1.1	Type of emissions and data	Performance Data Summary (p.66)
KPI A1.2	Direct and indirect GHG emissions in tonnes and intensity	Performance Data Summary (p.66)
KPI A1.3	Hazardous waste produced and intensity	Performance Data Summary (p.67)
KPI A1.4	Total non-hazardous waste produced and intensity	Performance Data Summary (p.67)
KPI A1.5	Description of emission target(s) set & steps taken	Natural Capital (p.20, 22, 25-26); Sustainable Development Goals (p.63)
KPI A1.6	Handling of waste, and description of target(s) set & steps taken	Natural Capital (p.22-24, 33); Sustainable Development Goals (p.63)
Aspect A2: Use of Resources		
General disclosure	Disclosure statement	Approach to Sustainability (p.7); Natural Capital (p.24)
KPI A2.1	Direct / Indirect Energy consumption by type and intensity	Performance Data Summary (p.65-66)
KPI A2.2	Water consumption in total and intensity	Performance Data Summary (p.66)
KPI A2.3	Description of energy use efficiency target(s) set & steps taken	Natural Capital (p.20-22, 26); Intellectual Capital (p.44); Sustainable Development Goals (p.63)
KPI A2.4	Issues in sourcing water & description of water efficiency target(s) set & steps taken	Natural Capital (p.24); Sustainable Development Goals (p.63)
KPI A2.5	Total packaging material	<i>Not applicable as our business does not manufacture or sell any physical / finished product</i>
Aspect A3: The Environment and Natural Resources		
General disclosure	Disclosure statement	Approach to Sustainability (p.7); Natural Capital (p.24)
KPI A3.1	Description of significant impacts of activities	Natural Capital (p.23-26)
Aspect A4: Climate Change		
General disclosure	Disclosure statement	Approach to Sustainability (p.7)
KPI A4.1	Description of the significant climate-related issues & the actions taken	Natural Capital (p.22)
Aspect B1: Employment		
General disclosure	Disclosure statement	Value Chain (p.17); Human Capital (p.43)
KPI B1.1	Total workforce by gender, employment type, age group & geographical region	Performance Data Summary (p.67,69)
KPI B1.2	Employee turnover rate by gender, age group & geographical region	Performance Data Summary (p.68)
Aspect B2: Health and Safety		
General disclosure	Disclosure statement	Approach to Sustainability (p.7); Human Capital (p.38)
KPI B2.1	No. and rate of work-related fatalities occurred	Human Capital (p.38); Performance Data Summary (p.67)
KPI B2.2	Lost days due to work injury	Performance Data Summary (p.67)
KPI B2.3	Description of occupational health and safety measures adopted, implemented & monitored	Approach to Sustainability (p.8); Human Capital (p.39)
Aspect B3: Development and Training		
General disclosure	Disclosure statement	Human Capital (p.35-37); Performance Data Summary (p.68)
KPI B3.1	The percentage of employees trained	Performance Data Summary (p.68)
KPI B3.2	The average training hours completed per employee	Performance Data Summary (p.68-69)

Appendix 27 Compliance List

Section / Statement

Aspect B4: Labour Standards

General disclosure	Disclosure statement	Value Chain (p.17); Human Capital (p.42)
KPI B4.1	Description of measures to review employment practices	Human Capital (p.42)
KPI B4.2	Description of steps taken to eliminate such practices when discovered	Human Capital (p.42)

Aspect B5: Supply Chain Management

General disclosure	Disclosure statement	Value Chain (p.16)
KPI B5.1	No. of suppliers by geographical region	Value Chain (p.15)
KPI B5.2	Description of supplier engagement & no. of suppliers where the practices are being implemented and monitored	Stakeholder Engagement (p.11); Value Chain (p.16)
KPI B5.3	Description of identifying, implementing & monitoring environmental & social risks	Value Chain (p.16)
KPI B5.4	Description of promoting, implementing & monitoring environmentally preferable products & services	Value Chain (p.16)

Aspect B6: Product Responsibility

General disclosure	Disclosure statement	Approach to Sustainability (p.7); Intellectual Capital (p.50) / <i>We have covered the information on policies and compliance matters relating to health & safety, advertising, and privacy matters relating to services, except labeling to product, which is not applicable as our business does not manufacture or sell any physical product</i>
KPI B6.1	Percentage of total products sold or shipped subject to recalls	Intellectual Capital (p.50)
KPI B6.2	No. of complaints received & how to deal with	Value Chain (p.16)
KPI B6.3	Description of practices relating to intellectual property rights	Approach to Sustainability (p.9); Value Chain (p.17); Human Capital (p.43); Intellectual Capital (p.50)
KPI B6.4	Description of quality assurance process & recall procedures	Intellectual Capital (p.50)
KPI B6.5	Description of consumer data protection & privacy policies, & how to implement & monitor	Intellectual Capital (p.50)

Aspect B7: Anti-corruption

General disclosure	Disclosure statement	Approach to Sustainability (p.9)
KPI B7.1	No. of concluded legal cases regarding corrupt practices & outcomes	Performance Data Summary (p.70)
KPI B7.2	Description of preventive measures & whistle-blowing procedures, & how to implement & monitor	Approach to Sustainability (p.8-9)
KPI B7.3	Description of anti-corruption training provided	Approach to Sustainability (p.9); Performance Data Summary (p.70)

Aspect B8: Community Investment

General disclosure	Disclosure statement	Stakeholder Engagement (p.11); Social and Relationship Capital (p.51, 54)
KPI B8.1	Focus areas of contribution	Social and Relationship Capital (p.51)
KPI B8.2	Resources contributed the focus area	Social and Relationship Capital (p.51, 54-61); Sustainable Development Goals (p.63)



Orient Overseas (International) Limited

(Incorporated in Bermuda with members' limited liability)

31st Floor Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong Telephone: (852) 2833 3888
www.ooilgroup.com



Printed on FSC™ certified paper and with soy ink
本書刊採用FSC™ 認證紙張及環保大豆油墨印製